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# The Angels of R2S

*The night my father passed away and how one particular nurse looked after all our family*

December 2014

## **To the Perley Rideau Staff and Board,**

My father was a recent resident on R2S. He arrived at Perley Rideau with two wishes: one, to have my mother join him in living at Perley Rideau and two, to be cared for. He knew it was his time to be cared for after looking after my Mom for so many years. The Angels of R2S certainly made his wishes come true. Everyone always had a smile and a few pleasant words to offer. This is a happy place where everyone is given the utmost care and respect. What a comfort to both Dad and his family.

Dad was not always easy going. He could be demanding and was quite afraid of being sick or in pain. The staff never complained; they just seemed to work harder to reassure and give comfort. Dad's family was always kept informed of his care and his progress. Everyone from R2S looked out for my mother as well. It was arranged that Mom and Dad would be able to spend as much time as possible together.

The evening my father passed away will always be with me. Not just his passing, but how one particular nurse looked after not only my father, but all of his family, on this particular evening. I would like to share with you some of the events of the evening.

When the nurse started her shift, she and I recognized Dad would not be with us long. She was with Dad the day he moved to Perley Rideau and we were blessed that she would be with him at the end.

My sister, who lives away, was to fly home the next morning. When it quickly became apparent that this would be too late, the nurse suggested we call her and put the phone to Dad's ear so that she could say goodbye. Even though Dad was unable to speak his face relaxed and my sister was able to say her goodbye.

It was obvious that Dad trusted this nurse. She promised him that he would be kept comfortable and she ensured that he was. When Dad became agitated, this nurse held him and gave him the reassurance that it was okay to leave his family.

After his passing, Dad was fully dressed in his clothes including a poppy pinned to his sweater. This nurse wanted us to remember Dad dressed as he was in life. When he was taken, in procession, from Perley Rideau, we were overwhelmed with the respect that had been shown to Dad.

My Dad's time at Perley Rideau was short, but it was his home. The staff and residents quickly became an extension of his family.

*To all of you I say, Thank you!*

*There's a lot to respect about the Perley Rideau. Our stories – and the stories of our wider community -- deserve to be shared and celebrated. That's why we have published a letter from the family member of a resident who recently passed away. All names have been removed to respect personal privacy.*

# Between Us... Briefly



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

## Staff Updates



### *Linda Hunter*

Linda Hunter, RN, MScN, PhD (IP), Chief Nursing Officer, will be continuing in her role as Chief Nursing Officer and will be assuming responsibility as the Chief Privacy

Officer at Perley Rideau. Her responsibilities will include reviewing policies and procedures related to privacy and ensuring that privacy rules and regulations are followed. She will review current processes related to privacy and breach of privacy, as well as disclosure. She will be involved with the Integrated Assessment Record (IAR) and the associated privacy processes. While staff will continue to tend to questions or concerns regarding privacy or breach of privacy, if there are any questions or concerns that you are unable to answer – please get in touch with Linda at extension 2440.



### *Joshua Landry*

Joshua Landry M.Sc., CCE, PhD(c), a Regional Ethicist with The Champlain Centre for Health Care Ethics, is now available to provide ethics consultations for the Perley Rideau Community.

Joshua completed his Honours BHSc. at the University of Western Ontario,

and M.Sc. in Health Care Ethics and Law at Royal College of Surgeons in Ireland (RCSI). While abroad he focussed his work on the difficulties of medical decision-making in neonatal and pediatric patients, and supported the use of the Best Interests Standard in such cases. Joshua continued his education by earning a professional Certificate in Clinical Ethics and Health Policy from the Center for Practical Bioethics (Kansas City, MO). Josh began his doctoral studies in the Department of Philosophy at Queen's University in Kingston. During

this time he undertook a lengthy academic clinical ethics practicum at The Ottawa Hospital under the supervision of bioethicist Dr. Thomas Foreman. Joshua is currently focusing his doctoral research on answering difficult ethical questions surrounding the provision of treatments that fall outside of a narrowly defined standard of care. Most recently, Joshua has come from a teaching position at Queen's University School of Medicine, and is looking forward to working with the Perley Rideau community.

Joshua succeeds Dr. Valerie Badro who has accepted a position in Quebec.



### *Cheryl Levi*

Please welcome Cheryl Levi, Nurse Practitioner and part of the Nurse Led Outreach Team (NLOT) Program throughout Ontario. Based within the Regional Geriatric Assessment Program, Cheryl will collaborate with Physicians and staff to help in many ways, including but not limited to:

- Provide acute, episodic outreach care with the goal of avoiding and preventing unscheduled transfers to the Emergency Departments, where possible
- Supporting repatriation and transfers back from Emergency Departments

During the month of January, Cheryl will be navigating her way around the Ottawa Building and orientating to our teams on these units.

Her role will focus within the Ottawa Building only at this time.

If you see Cheryl, please introduce yourself and welcome her to Perley Rideau Community.



# CEO Message:

## *The Year Ahead and the 2015 Budget*



As our Perley Rideau community returns to its winter rhythm following the holiday season, I wish everyone the best in 2015 and thank you for all your efforts and commitment. On behalf of the management team and the Boards of Directors, please know that we admire the dedication and commitment of all

staff and volunteers. We also appreciate the support of an amazing group of family and friends whose many contributions have helped us create a village with deep roots throughout the community.

In the same way our Ottawa neighbours have been hunkering down to triumph over the cold and snow, the Perley Rideau board and executive team have been working hard to confront serious current funding challenges and develop a budget for 2015. As I'm sure you have heard, we have a significant shortfall this year and, as a result, we have already taken action to get out in front of these issues. These were not easy decisions but the reality is that as a long-term care centre we cannot operate at a deficit, even when government funding restrictions limit our options to act.

### ***So What?***

As a long-term care centre with a serious shortfall for 2015, we had three courses of action available to us:

1. *Increase revenues from other sources*
2. *Delay capital expenditures*
3. *Reduce expenditures*

As an immediate action, we have reduced expenditures on the management side by eliminating the vacant position of *Director, Nursing Practice* and reducing the number of PSW Supervisors by one. Honouring our collective agreements and eager to work with our union partners, we have informed them of these challenges and invited both unions to provide ideas to help address the shortfall. We look forward to working with them to make sure that we can minimize the impact of the changes.

### ***Now What?***

To increase revenues, we will be increasing parking fees to accurately reflect current market rates. We will also be reducing our planned capital expenditures from more than \$1 million down to \$300,000. I can confirm that we will be continuing work on the Call Bell System. Through a combination of actions including the elimination of vacant positions and the offers of voluntary retirement, we will work with our union partners to minimize the impact of reductions to nursing and clerical staff.

Be assured that our focus on care at the bedside will not waiver and we are guided by an excellent strategic plan. We are committed to cementing our reputation as an innovator in frontline leadership and we will always aspire to provide the support needed to improve our performance. One way to do that is by focusing on our outcome measures. I'm proud of the research, planning and hard work that was performed by staff to reduce our use of restraints and we will excel again. In 2015 we are going to apply that same work ethic to improve our results specific to falls and pressure ulcers. The management team promises to match the hard work from the frontline by continuing to make staff training and communications high priorities. We will help staff to expand individual skill sets to meet the changing work environments while improving communications through Town Halls, emails, newsletter and other vehicles.

We will continue to keep you informed as decisions are made and actions are taken.

Thanks to all of you for your commitment to Perley Rideau.

**Akos Hoffer**

*CEO, The Perley and Rideau Veterans' Health Centre*  
ahoffer@prvhc.com



# Family and Friends Council

Happy 2015 — may it be a healthy and enjoyable one!

**January 15th** please join us to hear occupational therapists Laura Barber, OT Reg [Ont] and Monica Bourque, OT Reg [Ont] describe how occupational therapy can promote independence and safety and enhance quality of life. **The Role of Occupational Therapy in Long Term and Convalescent care**, the referral process and funding options for equipment will also be described.

Be sure to mark **February 19th** on your calendar. That evening Linda Hunter, RN, MScN, PhD [IP], Chief Nursing Officer will make a major presentation on the “**Perley Rideau Model of Care**”. This vision for the future is the result of work recently done to establish the best ways to provide a high level of quality clinical care to residents. Linda will introduce Lean, a quality improvement process which formally defines the current state of care delivery as well as the potential future state. She will describe the roles and expectations for different care workers and future behaviours specific to care giving along with the benefits to residents.

## *2015 Programme Schedule*

**19th March:** Recreation Therapy

**16th April:** Topic to be confirmed

**21st May:** Music Therapy

**3rd June: Family Councils’ Network Seminar:** “Let’s Talk about Pain Management and Chronic Care”. Presenters include Dr. Jose Pereira, Professor and Head of Palliative Care at the University of Ottawa and Medical Chief, Palliative Care programmes at Bruyère Continuing Care and The Ottawa Hospital with Perley Rideau physician Dr. Cuong Ngo-Minh. Stay tuned for further details.

**18th June:** topic to be confirmed

**July meeting heads up:** please watch for news about this event which replaces the December meeting

Topics for Fall 2015 will be announced mid-year. In the meantime please add these dates to your calendar:

**17th September**

**15th October**

**19th November:** AGM

## *The Mission of the Family and Friends Council:*

*The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff. Participation is open to family members of residents, former residents of the Perley Rideau Veterans’ Health Centre, and persons of importance to residents who are committed to acting as advocates.*

*Council meets the third Thursday of each month at 7:00 pm, except in July and August. Meetings provide opportunities to learn more about life at Perley Rideau, to share experiences and to support one another.*





## Point of Care is a Point of Pride



By *Melanie McCully,*  
RPN

Perley Rideau staff performs great work. We can prove it, now.

While resident health and safety are the most visible signs of effective care giving, followed closely by praise and positive comments from family and friends, we now have a documentation system to show our great work.

At Perley Rideau, we currently use an electronic medical record (EMR) which houses resident information such as diagnosis, emergency contact person/POA, primary physician and various clinical assessments. The EMR also captures documented notes from different departments, wound pictures, the care plan for each resident and vital signs along with many other factors.

To get the most out of the EMR technology, we have introduced *Point of Care* (POC), an electronic documentation system that records many of the frontline care tasks for each resident; which includes many of the PSW and other clinical staff duties related to resident care. The POC program was introduced on Gatineau 2 South and 2 North units in October and the rest of the Gatineau building came onboard in December 2014.

*Point of Care* facilitates sharing of resident health information with the health care team and improves outcomes for residents. This information allows staff to plan care for the resident specific to the

Celebrating the Go Live event launch of  
*Point of Care* in Gatineau 1 South and 1 North



individual's needs. The resident and family continue to be a vital part of developing the care plan for each resident. With POC linked to the EMR, resident data is housed in one place and accessed through a secure and conveniently located monitor in the unit's hallway.

There are several reports staff can use to check on a resident's status and provide follow up as needed. Just a few examples of the details captured by POC include: catheter output, activities of daily living, such as bathing and the amounts that a resident has eaten. Another excellent feature of documentation in the POC record includes documenting the mood of a resident. With 16 moods to choose from, this information has proven very valuable in helping to monitor, care for and respond to individuals with dementia.

In a change that can be compared to reading a newspaper one day and then discovering all the news sites available on the Internet the next day, POC removes the dependence on flow-sheets located at nursing substations. POC allows for much detailed record-keeping and easier access to information for all. Staff can create warnings to alert others to an event that is relevant to a resident's care. Alerts can range from flagging a new behaviour, to noting that a resident is not eating well or recording that a resident is scheduled to go out for dinner.

A tremendous amount of work went on behind-the-scenes preparing for POC and then adapting the programs to the needs of Perley Rideau's residents and staff. Much of that work involved making sure that the POC worked







**Barb Wilson, PSW Supervisor launches *Point of Care***

seamlessly with the EMR. Several areas required customization for Perley Rideau’s elderly population; this allowed for improvement related to bowel reporting, the creation of new alerts and tasks, and changes to the scheduling and updating of a resident’s care plan to meet individual needs.

“I find that I can work faster and easier without having to flip through the programs and going through the books at the sub-station,” says Heather Rodgers, PSW, who has experience with working with POC at another facility but admits she had to adjust to the additions made by Perley Rideau staff.

With the back of her pen Heather taps the black screen that protects personal information by limiting visibility to the person standing directly in front of the screen.

“It works well for me,” she proclaims.

POC enhances timely charting to reflect the current status of residents, says Cheryl Levi, Nurse Practitioner working as part of a pilot program supporting Perley Rideau. With previous experience interacting with POC, Cheryl points out that the maintenance of current records allows other caregivers to monitor and detect changes in a resident’s conditions so that assessments and intervention’s occur in a timely manner.

“Perley Rideau is implementing and utilizing leading edge technology to enhance the health care provided to its residents,” says Levi.

While there have been some “bugs” to work out in the move to POC – as there are with many programs -- credit has to be given to the tremendous people who helped bring POC to Perley Rideau.

A special note of thanks to the “Super Users”, the POC trained staff who help guide staff in the use of POC and help problem-solve for other staff. This is not the time to sit back and eat cake; we are now working to deliver POC to the Ottawa and Rideau buildings!

### ***Point of Care Keeps Coming***

*Point of Care* is scheduled to go-live in the coming weeks throughout Perley Rideau:

#### **The Ottawa Building:**

- *Ottawa 1 East and 1 West: February 4 and 5*
- *Ottawa 2 East and 2 West: February 18 and 19*

#### **The Rideau Building:**

- *Rideau 1 North and 1 South: March 11 and 12*
- *Rideau 2 South and 2 North: March 25 and 26*



**Heather Rodgers, PSW, and Kerry Tubman, Manager of Resident Care, Gatineau, at the terminal**

*Melanie McCully has been involved with Perley Rideau for more than a decade. A Registered Practical Nurse, Melanie is now in her second year as a Resident Assessment Instrument (RAI) Coordinator. A graduate of Algonquin College with passion for writing, Melanie is the author of two books, including What You Need To Know If You Can't Get Pregnant ~ Within Canada. She can be reached at [mmccully@prvhc.com](mailto:mmccully@prvhc.com).*

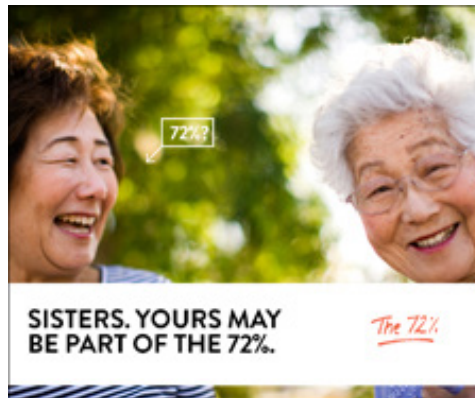


**(left to right) Edith Charlery, PSW, Megan Harris, RPN RAI Focus, Melanie McCully, RPN, Heather Rodgers, PSW, at the cake cutting to launch *POC***



# January's Alzheimer Awareness Month targets women with "The 72%" campaign

*Women doubly affected, says Alzheimer Society*



**Debbie Seto, Communications Manager - Alzheimer Society of Ottawa and Renfrew County**

Did you know that women are doubly affected by Alzheimer's disease? They outnumber men living with the disease and more often than not shoulder the responsibility of caring for a family member with it. You know these women. They are the special women in your life – mothers, wives, sisters, grandmothers, and friends.

During Alzheimer Awareness Month, the Alzheimer Society has launched a nationwide campaign to get Canadians talking about Alzheimer's disease. We want women to take action. Be savvy about Alzheimer's! Know the warning signs! Take steps to reduce the risks – not only for yourselves, but for those in your care. No one should have to face this disease alone and we can help.

## **Why women?**

Women live longer than men and age is a significant risk factor. That's why, compared to men, there are more women living with Alzheimer's disease.

Yet the impact on women is twofold. Women also account for 70 per cent

of family caregivers, which takes a tremendous toll on these individuals who eventually provide round-the-clock care. The burden is especially high for women raising families and holding down jobs.

"With this campaign, we're making Alzheimer's disease a women's issue," says Kathy Wright, Executive Director, Alzheimer Society of Ottawa and Renfrew County.

"Women lead busy, hectic lives, often paying the price with their own health and well-being. We're asking them to invest time in understanding the warning signs. Whether they're concerned about getting Alzheimer's, just been diagnosed or are a caregiver, we want women to reach out to their local Alzheimer Society. We can support them throughout the disease."



## **Know the Alzheimer signs**

- Memory loss that affects day-to-day abilities
- Difficulty performing familiar tasks
- Problems with language
- Disorientation in time and space
- Impaired judgment
- Problems with abstract thinking
- Misplacing things
- Changes in mood and behaviour
- Changes in personality
- Loss of initiative

To learn more about 'The 72%' campaign or to download the Alzheimer Society's new tip sheet on the 10 warning signs, visit [www.alzheimerottawa.ca/the72percent](http://www.alzheimerottawa.ca/the72percent). Free hardcopies of the tip sheet and campaign poster are also available at the Alzheimer Society office at Perley Rideau or by calling 613-523-4004.

# What Does An Ethicist Do?



Joshua Landry  
PhD (c), a  
Regional  
Ethicist from  
The Champlain  
Centre for Health  
Care Ethics  
(CCHCE),  
now provides

consultation services for anyone connected to Perley Rideau. Part of a highly-respected team that offers customized ethics support services to health care organizations within the region, the CCHCE is a collaborative initiative of Ontario's Champlain LHIN (Local Health Integration Network).

Joshua took time out of his busy schedule to answer a few questions about the consultation services.

## ***Q: What does a health care Ethicist do?***

**A:** The role of an Ethicist will vary depending on the context of his or her work, but generally, clinical ethicists have four functions within a health care organization:

1) Clinical consultations – An ethics consultation is a process in which someone with significant background and training in ethics assists individuals or organizations in addressing ethical dilemmas. Anyone may request an ethics consultation (physicians, nurses, OT/PT, Social workers, PSW, patients, substitute-decision makers, family members of patients, and others), and they may do so at any time, for any reason. Ethics consultations often identify and examine complex ethical issues present in the care of a particular resident. The consultation process

can help to clarify ethical dilemmas through thoughtful analysis, encourage discussion of relevant ethical issues, and highlight values and relevant principles with the goal of resolving the dilemma through shared decision-making.

- 2) Organizational Ethics – Organizational ethics includes: policy development, governance, and organizational culture. Many corporate policies have an inherent ethical dimension, as such, having an ethicist participate in the process of policy development can serve to create strong, robust policies. In addition, the governance of a health care organization requires diligence and attention to the many ethical dimensions present. Finally, attention to policy and governance helps to create a sound 'ethical culture' from the boardroom, through management, to the front line of the organization.
- 3) Research ethics – Research ethics refers to the oversight of research involving human or animal subjects. The purpose of research ethics is to protect research subjects from harms, to confirm that research is being conducted with legitimate goals that will benefit individuals or society, and to ensure that the research being conducted meets specific ethical requirements.
- 4) Education and capacity building – Education and capacity building activities can better prepare health care workers for the ethical challenges that so often arise in the provision of care to others. These activities can provide health care

workers with tools to not only better understand and navigate these challenges when they arise, but to also foresee and potentially avoid them in the first place, and this can lead to a significant increase in the quality of patient care, and a reduction in moral distress by staff.

## ***Q: Give an example of the type of issue that might benefit from an ethics consultation?***

**A:** There are a wide variety of cases or circumstances that might cause staff, residents, families, and management to seek ethics support, these include: questions around respecting patient's rights, questions of autonomy and decision making, beneficence or doing good (or conversely of doing no harm), privacy and confidentiality, end of life issues, living at risk, or justice and resource allocation.

## ***Q: Black or white, right or wrong, when addressing ethical issues should we expect clean and straight forward answers?***

**A:** Ethical issues are rarely clean and straight forward. Ethicists most often function in the grey areas between black and white. We are often left with choices that are less-than desirable in one way or another. It is often a matter of bad and worse, rather than good or bad. For example, is placing a feeding tube in an end-stage Alzheimer's patient/resident simply prolonging the dying process, and thus a harm? Or should we consider it an extension of life that provides some benefit?



**Q: What are some of the most common reasons that people reach out to use your services?**

**A:** The most common reason that people reach out to our service is because they encounter a difficult situation in which there is not an obvious way to act in an ethically appropriate manner. Ethical problems arise when there is a conflict of one or more values or ways of looking at a problem, and which value or point of view to take precedence is not clear. Staff may reach out when they experience moral distress, if they believe that a resident's rights are

at risk, when there is disagreement or conflict between the staff and the resident or their family regarding appropriate care, in matters of conscientious objection, and so forth. Residents and families may seek ethics support for many of the same reasons, and it is important to reiterate here that, generally speaking, anyone may request an ethics consultation, at any time, for any reason. The services that we provide in this regard may be either reactive, where we will consult on a current or past case that is/was experiencing ethical issues, or proactive, where ethical issues are

anticipated, and we help to prepare to address them. Proactive services commonly include education and capacity building activities, and these may be requested to address many topics, including: living at risk, consent and capacity issues, moral distress, and others.

*Joshua Landry has significant academic and practical training in ethical issues in health care, and has spent the last 18 months as a part of the Department of Clinical and Organizational Ethics at The Ottawa Hospital. To reach Joshua, please contact Gayla Desjardins at ext. 2105*

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## Celebrate Mardi Gras on March 11



On Wednesday, March 11, 2015 the Recreation and Creative Arts Service will be hosting a Mardi Gras themed special meal.

The meal will start at 5 pm and be followed by a performance from the Trillium Dixieland Band at 6:30.

Stay tuned for more information on the special menu and ticket sales.

For more information please contact the Recreation Therapist in your building.

- Rideau – Cassy Hopkins ext. 2125
- Ottawa – Robyn Oraziotti ext. 7435
- Gatineau – Dave Harris ext. 7735

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## Win 2 Tickets to See the Senators Host the Bruins

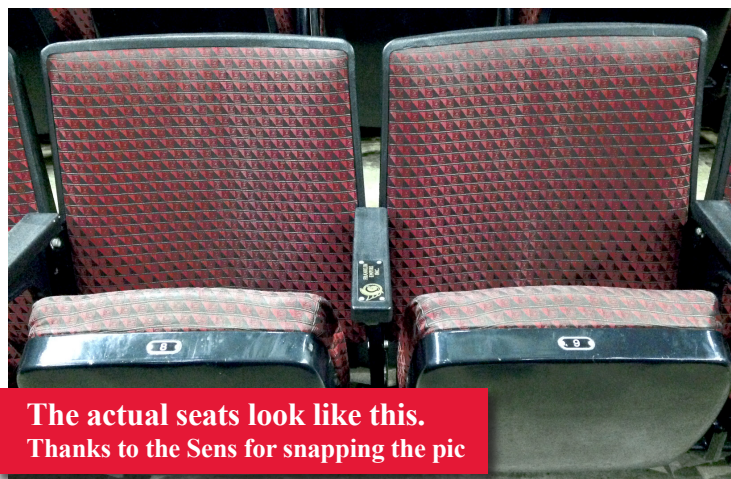


Thanks to a generous donation from Medical Pharmacies, you and a friend can go and see the Big Bad Bruins take on the Senators on March 10 at Canadian Tire Place. For that matter, you could even take your husband or wife!

The package includes one free parking and two tickets in Section 223, Row A, Seats 5 and 6.

To win, just email Jay Innes at [jinnes@prvhc.com](mailto:jinnes@prvhc.com) with the subject line "Sens Raffle" and your name will be entered into the raffle on March 1.

You must be part of the Perley Rideau Community to enter.



**The actual seats look like this.  
Thanks to the Sens for snapping the pic**



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## Payroll Winners

### *Payroll Winners - \$100*

#### *December 4*

- Amanda Bowen from Gatineau 2 North
- Lyn Paclb from Ottawa 2 west

#### *December 18*

- Cheryl Charbonneau from Housekeeping
- Denise Nelson from Rideau 2 South

#### *January 1*

- Mark Bradley from Recreation OTTV
- Sarah Tellier Resident Care Liaison

**Next draw will be  
January 15th, 2015**

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## HOPE to Support The Perley Rideau Foundation

The Perley Rideau Foundation has been selected as one of the six charities to benefit from this year's HOPE Volleyball SummerFest (<http://www.hopehelps.com/>).

Powered by volunteers, this one-day volleyball tournament was created in 1989 to benefit local charities. To date, HOPE has donated more than \$3.5 million to 110 local charities.

The Perley Rideau Foundation has committed to provide 50 volunteers for this year's event on July 11th when more than 25,000 players are expected to descend on Mooney's Bay Beach.

Responding to the Priority Needs List of the Perley Rideau Health Centre, the Foundation will refurbish one therapeutic courtyard by building a permanent gazebo to provide comfortable seating, replacing a stone walk and constructing raised wheelchair-accessible planters.

The Perley Rideau Foundation needs your support to meet its commitment, so mark your calendar and watch this space for more information to find out how to join us for the 2015 HOPE Volleyball Summerfest.

If you're interested in volunteering to support this fun, local event, please contact Delphine Haslé at 613-526-7170 ext. 7177 or email her at [dhasle@prvhc.com](mailto:dhasle@prvhc.com).

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## 50/50 Raffle for Nursing Week

For the third straight year, the popular 50/50 raffle returns in support of all the celebrations connected to Nurses Week (May 11-15).

Tickets go on sale starting January 12th and raffles continue through to the end of April.

Responding to popular demand, the draws will be held every two weeks and tickets can be purchased in the cafeteria or by contacting a member of the Nurses Week Planning Committee.

Tickets are \$2 each or three for \$5.

If you are in the cafeteria on the day of a draw, you may be approached by a committee member to help pick the winning ticket.

For more information contact Melanie McCully ([mmcully@prvhc.com](mailto:mmcully@prvhc.com)) or any member of Nurses Week Planning Committee.

Thanks for your support!

The raffle is limited to residents, tenants, family, volunteers and staff of Perley Rideau.



**Everyone at Perley Rideau has helped to minimize the incidence of infection, even the Big Man! Congratulations and keep up the good work!**





# Christmas Variety Show

For the 16th year the *Christmas Variety Show* has been celebrated at Perley Rideau. Once known as *Tea by the Tree*, the show included performances from residents, family members, staff and volunteers. Special guests included Jean Cloutier, Councillor for Alta Vista Ward, and John Fraser, MPP Ottawa South.

Thank you to Carolyn, Gertrude, Antonia and Patricia from the Recreation and Creative Arts Therapy program for helping everyone kick off the festive season.



Patricia Deek, Music Therapist, joins a resident during the performance.



Everyone joined the sing-along



Tamar Fortier beams as John Fraser, MPP Ottawa South, thanks her for allowing him to feature her original painting on the cover of this annual Christmas Card.

# Do You Know What Spiritual Care is?



*By Sherry Baker, Multi-faith Chaplain/  
Spiritual Care Provider*

If you tell someone your role is to provide Spiritual Care, you will often get a blank stare or the question, “What’s that?”

We all know what the Chaplain does, provide religious care, right? Well, that’s partly right. It is true that one of the important ways to provide religious care is prayer. And it is important. Did you know that prayer is the second most used method patients rely on after pain medication? (abcnews.go.com 2009)

But religious care is only part of a Chaplain’s work. There are lots of people who are not religious and who don’t use prayer. And there are people who are religious and need religion focused spiritual care.

Spirituality refers to a person’s sense of meaning and identity, their hopes and faith, and their relationships with themselves, others and an Other (nature, beauty, goodness, God...). Caring for someone’s spirit means listening deeply to where they might need help. They might feel hopeless, or estranged from a loved one or God. They might be grieving or struggling with an altered sense of self. Sometimes just the fact that someone cares gives them the strength to carry on.

Another important part of Spiritual Care is providing rituals. Perley Rideau provides for funerals, memorial services, holiday celebrations like Hanukkah, and special services for Christmas and Easter. And there are weekly or bi-weekly church services.

Father Paul Tennyson and I are the Spiritual Care Providers at Perley Rideau and we are here for all the residents, staff, volunteers and family members.

## Video Library Hours Extended

Thanks to our volunteers, Video Library hours are expanding. Starting January 10, the video library will be open:

- Saturdays, 9:00 AM – 12:00 PM
- Tuesdays, 1:00 PM – 4:00 PM

The video library is located on the second floor of the Perley Centre, between the Hair Studio and the Book Library. Drop in during open hours to borrow from a wide collection of movies on DVD and VHS.



*The Season of Giving:* Poinsettias and Christmas lights were donated to Rideau 2 South by a family that asked to remain anonymous. Thank you! Your generous donations -- and the many other acts of kindness from family and friends throughout the year – help make Perley Rideau a warm and safe environment for so many.



## Elder/Vulnerable Adults Abuse Consultation Phone Line Launched

A new phone line for members of the public who have questions/concerns pertaining to elder or vulnerable adult abuse has been launched by the Ottawa Police Service Elder Abuse Unit in partnership with the Victim Crisis Unit.

The new consultation phone line will allow for more efficient and effective processing of requests and referrals. The public can contact a member of the team at 613-236-1222, extension 2400.

## Nursing Week Preparations Begin

Nursing Week Coming May 11 – 15: Preparations are already underway for a week celebrating the nursing profession. If you would like to become part of this committee, please forward your name to Neda Golfam (ngolfam@prvhc.com) or Melanie McCully (mmccully@prvhc.com)



## Walk For Memories January 25, 2015



You can help make a difference for local families living with dementia by participating and/or supporting the Alzheimer Society's WALK FOR MEMORIES, Ottawa's premier indoor fundraising walk, on Sunday, January 25, 2015 in the Carleton University Fieldhouse.

As the WALK FOR MEMORIES celebrates 20 great years in Ottawa, this year's goal is \$275,000. Registration opens at 8 a.m. with the Walk starting at 9 a.m. and the event concludes by noon. The proceeds raised will stay in the local community to help families living with dementia.

Form a team, or come out as an individual and join in the fun. To register, go to [www.walkformemories.ca](http://www.walkformemories.ca). For more information, visit [www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa) or phone 613-369-5627.

The Alzheimer Society would also like to extend its thanks to the Perley and Rideau Veterans' Health Centre for being one of the event's generous sponsors and a long-time partner in serving families living with dementia.

## Winners - Spiritual Care Awareness Week

In October we recognized Spiritual Care Awareness Week at Perley Rideau.

As part of the week, Father Paul and Sherry presented to the Family and Friends Council on the role of Spiritual and Religious Care at Perley Rideau. There was also a display set up outside Lupton Hall with information on Spiritual Care. Throughout the week, as part of a contest, people were invited to fill out a questionnaire using the information in the display.

Mary Boutette, Chief Operating Officer, drew three entry winners of \$10 gift certificates for the Perley Rideau Gift Shop. Winners were Colleen LaPlante, Annet Namugga and Kaye Cronier.

***Congratulations to the winners!***



*(From left to right) Father Paul, Colleen LaPlante (winner), Mary Boutette and Sherry Baker.*

### ***Upcoming in the BUB***

- Introducing the Point of Care "Super Users"
- The arrival of iPads from Elder Care

## Vol. 18-01

### ***Newsletter credits:***

Thanks to everyone who helped with this first newsletter of 2015 including: Akos Hoffer; Robyn Oraziatti; Rachel Stoparczyk; Diana Hennessy (FFC); Debbie Seto; Linda Hunter; Carolyn Vollicks, the creative folks from Recreation & Creative Arts Services; Sam Diceman; Melanie McCully; Delphine Haslé; Denise Lavoie; Sherry Baker.

From the Editor: Thanks to everyone who contributed an item, shared a story or tip. All omissions and mistakes are mine so please let me know where a correction is needed. Please email me at [jinnes@prvhc.com](mailto:jinnes@prvhc.com).

I welcome all stories, news tips or advance notice of something cool that should appear in the BUB.

Deadline to submit for the February newsletter is ***February 12, 2015.***