

Spring 2019 Edition

The Perley Rideau News

Vol. 22-02

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



**We are looking Forward
to the Future
And It's Exciting!**

From Village expansion to new technologies, innovations and recognition, the future looks bright for the Perley Rideau.

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 will be linked to a dominant pillar, although many items can be linked to more than one pillar.

Strategic Plan 2010–2025



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



The Future of Caring

April 2019 Update

Board of Directors Approves Expansion Plan

The Perley Rideau's Board of Directors has approved the next stage of a significant expansion of our Seniors Village. The project involves the construction of a building attached to the Health Centre to house additional seniors, and responds to the growing need for supportive housing for seniors. Residents of the new building would access the additional services and therapies they need to live as independently as their health allows. They would then transition to higher levels of care as needed, fully realizing the continuum-of-care concept. The project supports the Government of Ontario's efforts to put an end to so-called hallway medicine and contributes to Perley Rideau's long-term sustainability. Construction is expected to begin in 2021. More information about the project will be available in June.



The Health Centre continues to discuss the possibility of partnering with Algonquin College to construct long-term care beds and seniors housing on the Algonquin campus.

Centre of Excellence in Frailty-Informed Care

CENTRE OF EXCELLENCE
IN FRAILTY-INFORMED CARE

Perley Rideau has hired a Research Chair to lead Canada's first Centre of Excellence in Frailty-Informed Care; the name of the Chair will be announced in June. The Centre of Excellence will help to improve quality of care through a mix of research, education, partnerships and the implementation of evidence-based best practices. The Centre of Excellence will also help to meet many of the imminent challenges facing the healthcare and long-term care sectors.

Interprofessional Clinic at Perley Rideau

January marked the opening of the Interprofessional Clinic at Perley Rideau. This teaching Clinic, established in partnership with University of Ottawa Faculty of Health Sciences and managed in collaboration with University of Ottawa Health Services, offers residents, tenants and members of the community a wide range of adult and pediatric treatments and services. These include audiology, occupational therapy, physiotherapy and speech-language pathology. This state-of-the-art learning facility also draws health professional from various disciplines for research purposes.



Generous Donor Support

The Interprofessional Clinic, the Centre of Excellence and the Village expansion project would not be possible without the generous support of the many people and organizations who donate to the Perley Rideau Foundation. Residents, family members, staff and volunteers extend a big “thank you” to all donors. Your support, along with strong leadership from the Foundation team, is essential to the ongoing success of Perley Rideau!



Best Practices Spotlight Organization

The Registered Nurses Association of Ontario – RNAO – has officially designated Perley Rideau a Best Practice Spotlight Organization. Under an agreement signed with RNAO in 2016, Health Centre staff implement and evaluate best practices in care. The Perley Rideau also works with the RNAO to share success with best practices across the healthcare and long-term-care sectors. The project is a big success, further improving the quality of care delivered to residents not only of Perley Rideau, but also of other long-term care homes. It’s yet another way that we increase our contribution to the healthcare system and to the community.

The RNAO also recognized Jennifer Plant, Perley Rideau’s Director of Clinical Practice with an Honoured Friend of Nursing award.



Jennifer Plant,
Director of Clinical Practice



Residents enjoy arranging the magnetic decorations on the Exit Diversion door.



The Gentle Persuasive Approach (GPA) is just one of many approaches staff learn to address responsive behaviours.

Specialized Behavioural Support Unit Update

In April 2018, Perley Rideau opened a 20-bed Specialized Behavioural Support Unit under a partnership with the Champlain Local Health Integration Network and the Royal Ottawa Hospital. The Unit features a secure environment and provides safe, enriched care to people with dementia who exhibit responsive behaviours. During its first year of operation, the Unit has been a great success. In a recent survey of the family members of residents transferred to the Unit, all respondent gave the highest possible rating to both the Unit and the care provided.



Enhancing Joy in Work



A project underway at Perley Rideau aims to help address a growing problem for the long-term-care sector: burnout among Personal Support Workers (PSWs). Known as Enhancing Joy in Work, the project aims to identify the root causes of burnout, along with effective prevention strategies. An interim outcome is the development of a simple tool during shift report that facilitates teamwork, a strategy that can prevent burnout. The tool is a standardized report that provides RPNs and PSWs starting their shifts knowing the plan for the day, also support each other to have a great shift. After initial testing on two resident units, the report will soon be implemented across the Health Centre.

Virtual Reality Relaxation Therapy

Another joint research project involves Virtual Reality Relaxation Therapy for residents with dementia. In partnership with researchers affiliated with York University, the project explores whether a Virtual Reality environment can help decrease responsive behaviours during stressful events such as changing the dressing on a wound. For a period of about 20 minutes, the resident wears a Virtual Reality headset and headphones that depict a calm scene from nature. Initial results have been positive.



New Learning App



A learning project now underway for Perley Rideau’s Registered Nurses, Registered Practical Nurses and PSWs promises to improve quality of care. Through the use of an online game and learning modules, the care team members enhance their ability to identify signs of deterioration in the condition of frail elderly. The app, known as S.O.S. Acute Deterioration, challenges users to choose from a list of potential actions, including treatment options, based on a description of a person’s condition. The challenges become more difficult as the learner’s performance improves. There is growing evidence of the effectiveness of this so-called “gamified” learning, and we continue to strive to engage staff in new and innovative ways.

Innovative Collaboration to Engage Families

Family members of Perley Rideau residents report great satisfaction with the notification system introduced in 2018. When a resident has an upcoming medical appointment or care-plan review, or if their unit experiences an infectious-disease outbreak, the system automatically notifies appropriate family members. The system also frees up Perley Rideau staff to focus on their primary duties: caring for residents. Our innovative collaboration has been recognized as a Leading Practice by the Health Standards Organization.



The Enchanted Forest

A final bit of news is the installation of a new interactive environment in the Met Gallery on the second floor. Known as the Enchanted Forest, the installation is designed to stimulate all of the senses. The Forest features elements created by residents in our therapeutic-arts studio. Previous environments – Winter Wonderland and The Jungle – proved popular getaways for residents and their families during the cold winter.



Community Liaison Meeting on May 15th

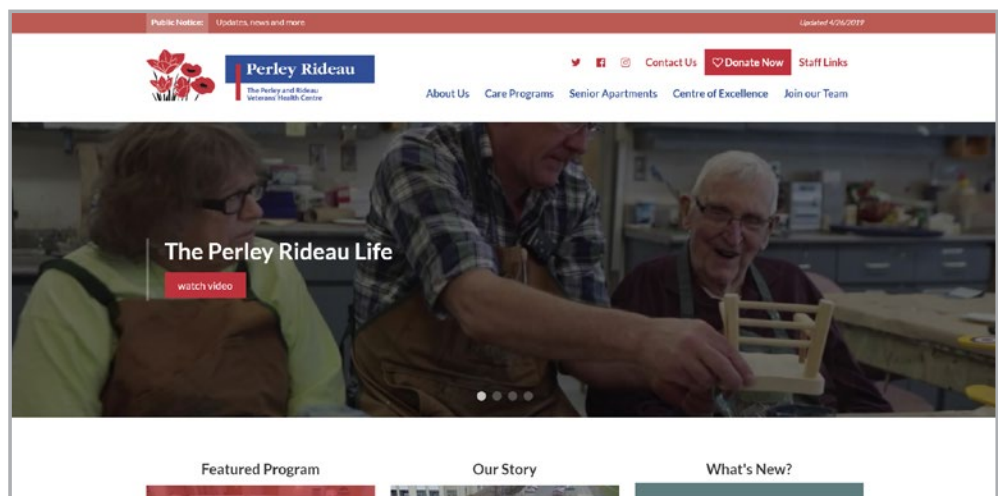


As part of our ongoing commitments to transparency and accountability, members of the community are invited to attend Perley Rideau’s Community Liaison Meeting, set for Wednesday, May 15th at 5:30 pm in the Perley Rideau Boardroom.

Everyone is welcome.

New Website

Please visit www.PerleyRideau.ca to view our newly designed website and check out the latest CEO Update Video.



Dental Clinic

Coming to the Interprofessional Clinic at Perley Rideau

In the coming days, the dental clinic will move from its temporary location on the second floor of the Perley Rideau Centre to the main floor of Perley Rideau Centre, within the offices of The Interprofessional Clinic at Perley Rideau, (across from the Veterans Affairs Canada office).

Watch for news of the opening and look for new signs to the clinic.



Getting to the Point!

The flu vaccination rates for 2018/2019 are in and they are incredible.

Kudos to all staff who helped achieve a staff vaccination rate of 76.55%.

This is a significant achievement and the highest rate Perley Rideau has experienced in years!

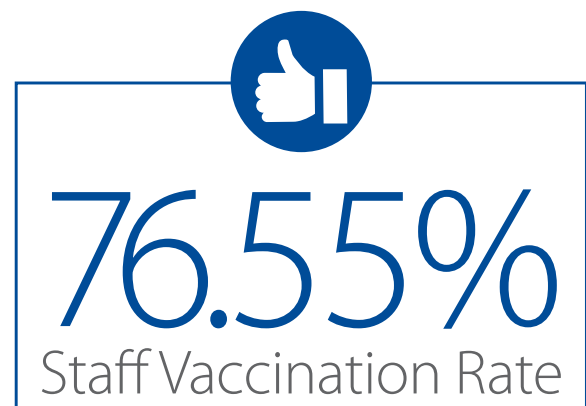
Thank you,

Tania Paolini, RN BScN

Manager, Infection Prevention and Control

Alex Huneault

Analyst, Infection Prevention and Control



Important Dates

We Want To Hear From You!

Please take advantage of the following opportunities to learn more, and to share your comments and questions regarding this exciting project.

- Veteran Residents Council Meeting – May 6th at 10:00am in the Games Room
- Community Residents Council Meeting – May 15th at 3:15pm in the Ottawa 2 West (O2W) Activity Room
- Community Liaison Committee Meeting – May 15th at 5:30pm in the Benidickson Boardroom
- Families and Friends Council – May 16th at 7pm in the Benidickson Boardroom
- Tenants Forums
 - Building B: May 9, 10:30 am
 - Commissionaires Ottawa Place: May 28, 10 am
- Townhall Meetings Games Room, Perley Rideau Centre
 - Wednesday, May 29
 - 1530 hours (3:30 pm) - Town Hall for Therapeutic Recreation and Creative Arts staff
 - 1930 hours (7:30 pm) - Brief Town Hall for Food & Nutrition staff
 - 2030 hours (8:30) - Open Town Hall
 - 2130 hours (9:30 pm) - Open Town Hall
 - 2330 hours (11:30 pm) - Open Town Hall
 - Thursday, May 30th
 - 0015 hours (12:15 am) - Open Town Hall
 - 1000 hours (10 am) - Open Town Hall
 - 1330 hours (1:30 pm) - Open Town Hall
 - 1445 hours (2:45 pm) - Brief Town Hall for Food & Nutrition staff
- 121st Annual Meeting
 - Thursday, June 6, 2019, at 2:00 p.m.

The 121st Annual Meeting of The Perley and Rideau Veteran's Health Centre Corporation is scheduled for Thursday, June 6, 2019, at 2:00 p.m. in Lupton Hall. Residents, tenants, families and friends, staff and volunteers are cordially invited to attend.



Staff Appreciation BBQ
May 23rd, 2019
Cafeteria

Day Staff • 1130 - 1330
Evening Staff • 1630 - 1830
Night Staff • 2300 - 2400

Chance to win a
Weber
Original Kettle™
Charcoal Grill!



Each staff will receive a ballot for a paid day off.

Earn a second entry by donating a food item(s) to support The Shepherd's of Good Hope:



Coffee
Peanut Butter
Jam
Oats
Cereal

Spices
(cumin, coriander, thyme,
rosemary, dill, oregano,
garlic powder, paprika,
meat rubs and more!)

Non-perishables
including canned goods

Staff are encouraged to dress in national dress/costume or, even come as the national bird or flower etc.



This is what teamwork looks like at Perley Rideau. All these great people from Management, Housekeeping, Food & Nutrition, Spiritual Health, Nursing, Foundation and Therapeutic Recreation & Creative Arts came together today to put on a very special celebration for Perley Rideau volunteers. Thanks for giving your best, every day, and always with a smile. What a great place to work and to volunteer!



April flowers: When my gardening volunteers make each resident feel included in group sessions and gave their attention to residents that needed 1:1. When they bring energy, a positive attitude and encourage residents during programs. It's always exciting to watch them take on new challenges and adapt to any kind of environment. Thank you for your time, dedication, and compassion to both people and plants! Your work is noticed and enhances the lives of everyone in the Perley Rideau village.

*Sarah Shapiro,
Horticulture Therapist*



Such an honour to spend the evening with two of the Perley Rideau's D-Day Veterans at the Canadian Army Ball. It was a privilege to be there to see our veterans honoured as part of the 75th anniversary of D-Day and treated with such dignity and respect. A night to remember!

*Robyn Oraziotti RT
Coordinator, Therapeutic Recreation and Creative Arts*





Tributes

On behalf of the Board of Directors and the executive team, I want to thank all members of our staff and volunteers.

Your dedication and expertise are the largest factor in the ongoing success of the Perley and Rideau Veterans' Health Centre.

Thanks to your efforts, we earned Accreditation Canada's highest status last year: Accredited with Exemplary Status.

A more recent recognition came when the Registered Nurses Association of Ontario designated us a Best Practice Spotlight Organization.

Then there are the numerous individual awards and public tributes you earn on a regular basis.

I'd also like to thank the many donors who generously support the Perley Rideau through our Foundation. The Foundation has made it possible for us to hire a Research Chair and create the first Centre of Excellence in Frailty-Informed Care.

The support of the Foundation is also essential to the Interprofessional clinic that opened in January and the plans unfolding to expand the Perley Rideau Village.

Throughout its history, Perley Rideau has continually evolved to take advantage of opportunities and to overcome challenges.

Our strategy remains the same today, particularly given the many changes underway in Ontario's healthcare and long-term care sectors.

What is clear is that Perley Rideau has the people, facilities, and community and stakeholder support needed to continue to innovate, and to make an ever-larger contribution to the community.

Thank you for your passion and dedication to our Vision: Leading innovation in frailty informed care to enable seniors and Veterans to live life to the fullest.



Kristan K. Birchard,
Chair of the Board of Directors
for The Perley and Rideau
Veterans' Health Centre

Social



Perley Rideau



Tony Cobden What an amazing Volunteer dinner. The speeches were great, the singing was outstanding and food was delicious. Thanks to Rachel, Bernadette and all others that helped make this an outstanding experience.

Like · Reply · Message · 2w



Perley and Rideau
Veterans' Health Centre
/ Foundation



Gail Lalonde Thank you to all of you who made last night's Volunteer appreciation dinner so very special, the food, the music, the service and the overall planning was perfect !!!!

Like · Reply · Message · 2w



PerleyRideauSeniors;
@prvhc_seniors



Mark Ferguson Wonderful place and thank you to all of the volunteers.

Like · Reply · Message · 2w



Dave Roberts Bravo! The Perley continues to innovate and serve our community! Thank you!

Like · Reply · Message · 13h





Privacy and Confidentiality

By Jen Plant, Director of Clinical Practice / Privacy Officer



Jennifer Plant,
Director of Clinical Practice

In my role as Privacy Officer, I am sometimes asked to explain the difference between “privacy” and “confidentiality”. Here is an explanation of the difference.

“Privacy” is the fundamental right of individuals to control information about ourselves (including the collection, use, and disclosure of and access to that information).

“Confidentiality” is an obligation of organizations and clinicians to protect personal health information in our custody or control, to maintain its security and not misuse or wrongfully disclose it.

Sometimes health care professionals wrongly think:

- Since we all sign confidentiality agreements within our organization that means we can share information within the team
- So long as I do not tell anyone else about a client, I can look at any client’s record for my own purposes.
- I am entitled to know everything about my clients because I am providing them with health care. There should be no limits to what I know about my client.

It is a privacy breach if a person wrongly looks at health records or talks about a client with people who do not have a “need to know” as part of their position (even if they never further share that information). We have to report privacy breaches (to me as privacy officer and to the Privacy Commissioner in some cases) and notify affected individuals. If you have questions, please let me know.

Privacy is everyone’s business.

#FACTS

FACTS: Because clients have privacy rights:

- Each person who works here and with our clients’ information should only ever view, look at, listen to, use or disclose identifiable client information if they have a “need to know” as part of their job.
- Clients may choose to not share everything about themselves or their health information or their health history with us.
- Merely keeping the information to yourself does not mean you have not breached client’s privacy.
- Clients are entitled to a copy of their health records regardless of where that information is kept (this of course includes the chart but may also include records such as emails or reports in which they are mentioned.)





National Volunteer Week 2019: Lifting Communities!

By Rachel Stoparczyk, Coordinator Volunteer Services • Photos by John Williams



Perley Rideau celebrated National Volunteer Week with a contest on social media and at the postal cart and cookies in the Volunteer Lounge each day, baked especially for the occasion by a tenant in Seniors' Housing. All activities centered on the theme "The Volunteer Factor: Lifting Communities!". As part of the contest, residents, staff, and families shared how Perley Rideau volunteers have lifted their spirits, by listening to their stories, enhancing programs and bringing their positive energy to our Seniors' Village. Volunteers also shared how the act of volunteering lifts them up, improving their mental and spiritual health through being of service to others. The

feedback clearly indicated that the Volunteer Factor creates a better community for all involved. One volunteer summed this up nicely, writing "being useful to others is extremely satisfying to both parties."

At our annual recognition dinner and awards ceremony on April 11, volunteers were greeted by guest speakers Kris Birchard, Perley Rideau Board Chair, and Gerry Bowen, veteran resident. Gerry captivated the audience with stories of his lifelong volunteerism and warmed hearts with his sincere appreciation for the impact our volunteers have on the daily life of residents. He also assisted in presenting each of the following awards.

Advocacy Award – Bob Gemmell

Bob Gemmell is well-known throughout Perley Rideau as a quiet, dignified and loyal volunteer who, since retiring from the Canadian Forces four years ago, has given at least three full days of his time, every week, to visit with residents and help with activities. It may surprise some to know that, when it comes to addressing individual resident needs, Bob is not that quiet all. He is steadfast in his determination to ensure that each resident's wishes are heard and, if they cannot be met, that there is a very good reason why not. Most staff and volunteers would not know this about Bob because he holds the privacy of the residents and families he serves in the highest regard. Bob regularly advocates on behalf of residents to offer creative solutions to their challenges and to explore what more he can personally do to improve their quality of life. Then, importantly, he follows up and he follows up and he follows through. Bob exemplifies advocacy by ensuring that those who are most vulnerable have their voices heard on issues that are important to them. Thank you, Bob, and congratulations on this well-deserved recognition!





Team Award – Deborah’s Gift Boutique Managers

The recipients of the 2019 Volunteer Team Award supported one another and their volunteer colleagues through a very difficult year of change. Following the death of the boutique’s founding manager, Deborah Bennett, they stepped up to the plate and assumed new responsibilities to keep the shop running. Because of their efforts, a cornerstone of the Perley Rideau community is on solid footing for the future. It is telling that their nomination was supported by each and every boutique volunteer, who saw firsthand the effort and determination required to pull off what seemed, from an outside perspective, a seamless transition. Congratulations to Christiane Charron, Judy Evans, Gail Lalonde & Linda Robertson!

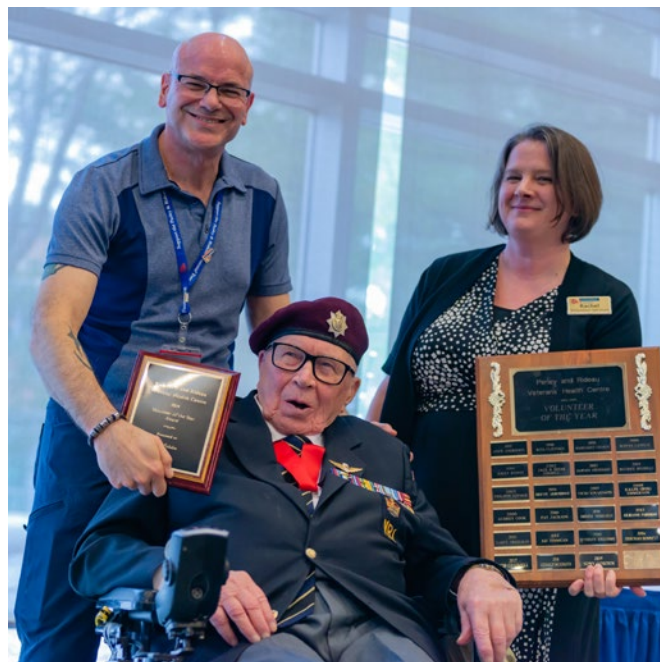
Also nominated in this category for, as a group, providing “service and assistance in an exceptional way that integrates volunteers with residents, staff and families”: Choir Volunteers, Church Services Volunteers, Horticulture Therapy Volunteers, Palliative Care Volunteers. Hats off to each of these outstanding teams!



Volunteer of the Year – Tony Cobden

This year’s Volunteer of the Year has been an enthusiastic supporter of all things Perley Rideau over the past 12 years. Tony Cobden assists with many Therapeutic Recreation activities, exercise classes, special events, and one-to-one visits and he is a perennial member of the Perley Rideau Foundation Ottawa Race Weekend team. Tony’s 2018 retirement, as a Master Warrant Officer with the Canadian Armed Forces, was our collective gain, as it afforded him the time to make a regular, weekly commitment to volunteering (his stated #1 retirement goal). He embodies Perley Rideau’s values in every interaction he has with residents, staff and his fellow volunteers. In his acceptance speech, Tony reflected on the joy of volunteering at Perley Rideau, stating that “if this place does not put a smile on your face, then nothing will!” Thank you, Tony, for putting smiles on the faces of Perley Rideau residents each day you volunteer.

The following individuals were also nominated for exemplifying Perley Rideau’s values (compassion, respect, integrity and excellence) and being a model of volunteerism: Robert Cyr, Marie Gauthier, Gail Lalonde, Joy Simper, Katherine Stewart and Ray Simms. Well done, all of you!





Volunteer Service Awards



5 Years

Pictured: Left to Right, with veteran resident Gerry Bowen:
Barry Karp, Nancy Larabie, Brenda Tobin, Barb Lebel
Not pictured: Dianne Breton, Heather Brown, Rosie
Cusson, Nancy Graham, Marjory Lalonde, Peggy Morgan,
Sue Sim-Nadeau



10 Years

Pictured: Left to Right: Liz Finnigan, Marilyn Jensen, Peter
Kramer von Krauss, Deborah Nicol, Gail Lalonde, Georgette
Landriault, Katherine Stewart
Not pictured: Joy Simper, Maria Thompson



15 Years

Dorothy Moulds (left) and Jennifer Hasson (right)



20 Years

Doug Harding



40 Years

Patricia Johnson

A standing ovation acknowledged the exceptional commitment of volunteer Patricia Johnson, as she received a 40-year service pin. Pat joined the Perley Hospital Women's Auxiliary in 1979 and served tea during garden parties to raise money for the hospital. She also volunteered at the gift shop and when The Perley and Rideau Veterans' Health Centre was created through amalgamation, she joined forces with Deborah Bennett to create the "best little boutique in the region". Thank you, Pat, for all you have done to support the Perley Rideau. Our future successes are built on the solid foundation – and great reputation – that you helped create. We wish you every happiness as you travel west to join your family.



Volunteer Service Awards



Therapeutic Recreation and Creative Arts staff pay tribute in song to volunteers

This award recognizes volunteers for providing committed and dedicated service to an organization. Each year, Perley Rideau has the opportunity to nominate a limited number of adult volunteers with more than five years of consecutive service and youth volunteers with two or more years of service. As we are blessed to have so many volunteers who meet these criteria, it has been our practice to nominate different individuals each year. The following group will be honoured by the Government of Ontario later this spring.

- Terry Reeve
- David Reeve
- Dawson Stevenson
- Beverley Edgecombe
- Craig Banks (Youth)
- Konstantine Hatzis (Youth)
- Frances Boon
- Glenn Wright

Many volunteers enthused that this year’s awards dinner was “the best ever”. Volunteer Services is grateful to our colleagues from Housekeeping, Catering, Therapeutic Recreation & Creative Arts, Spiritual Health, Nursing, Perley Rideau Foundation and Operational Management for ensuring all in attendance were treated like royalty. As has become a tradition, Musicians Gertrude Letourneau and Pegi Jenkins penned a special song to serenade the volunteer team. Keeping with our theme of “lifting communities, Therapeutic Recreation & Creative Arts staff belted out the following lyrics, to the tune of “*Fly Me to the Moon*”:

Perley volunteers
Know how to lift our spirits high
Every day you come
You’re always there to make us smile
In other words, you hold our hand
In other words, let us thank you

Pub, church, bingo, art
For choir, physio, and ice cream too
Visits, music groups
Yes we can always count on you
In other words, we thank you
In other words, we love you.





Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Summer Youth Program

Seeking volunteers, ages 13-18, to support residents of our Seniors' Village during **July & August, 2019**

Help out with:

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

A great opportunity to:

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

Note that candidates must:

- Commit one or more days per week for a minimum 5 weeks
- Attend an interview, provide references, complete a TB screening questionnaire
- Provide an Offence Declaration, signed by parent/guardian for those under 18
- Provide a Level 3 - Vulnerable Sector Check, if 18 years old at time of application
- Be available for a full-day orientation on Tuesday, July 2nd, 2019.

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

Application deadline is June 7th, 2019
Preference will be given to those who apply early



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

CURRENT VOLUNTEER REQUESTS

APRIL 2019

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



Friendly Visitors:

Various days and various times,
depending on needs of residents & tenants.

**Music in the Pub -
Alternate Friday
afternoons:**
Portering veterans from
Gatineau North.



Bus Driver

Seeking driver with Class F
license to transport residents on
outings. Weekday availability preferred. Some evening/weekend
outings available.



Barber Shop

Tuesdays 9:30 - 12:00pm:
Porter male residents to/from the
salon, provide companionship &
assist barber with light duties.

Ecumenical Service

Tuesdays 10:00 - 11:30am
Starting 1st week of June:
Porter residents to/from the service,
provide companionship during
service.

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

Assist with safe navigation through home while visiting with veterans.



Tenant Table Tennis Club - Sundays 2:30 - 4:00pm:

Assists tenants as they enjoy a game of table tennis.
Must work independently and be reliable.
Training is provided.

Ottawa 2 West dining room assistance - Any evening of the week:

Feeding residents (training provided) or assisting with
set up, clean up, portering and visits.





Canadian National Institute of Health inc.
EXCELLENCE IN EDUCATION

The Perley and Rideau Veterans' Health Centre Oral Health Fair!!

When: Monday May 27, 2019

Time: 1:30pm - 4:00pm

Where: Cafeteria

RESIDENTS, ALLIED HEALTH SUPPORT STAFF, FAMILY, AND FRIENDS ARE INVITED TO LEARN ABOUT THE LATEST IN ORAL HEALTH FOR THE AGING POPULATION.



DENTAL HYGIENE STUDENTS FROM THE CANADIAN NATIONAL INSTITUTE OF HEALTH (CNIH) WILL PRESENT TABLE TOP EDUCATIONAL DISPLAYS.

**Interprofessional Clinic
at Perley Rideau**

**Clinique Interprofessionnelle
au Perley Rideau**

HEARING TESTS FOR CHILDREN

AGES 9 MONTHS AND UP



The pediatric hearing clinic is open from 4:30pm, to 6:30pm starting on April 1st, 2019. The cost for a hearing assessment is \$50.

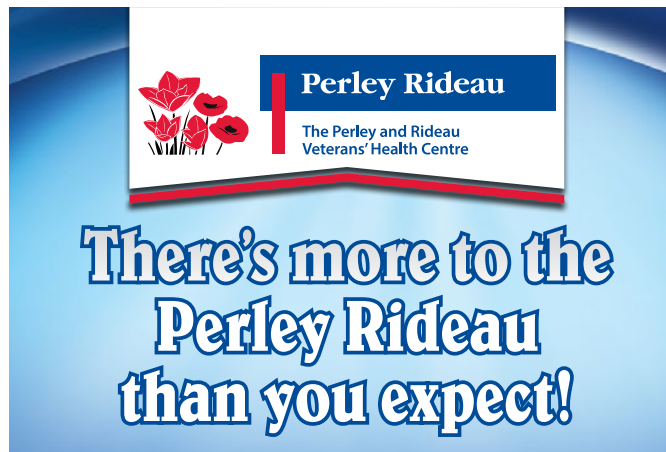
We are pleased to announce that the Interprofessional Clinic at Perley Rideau is now offering a pediatric hearing clinic with full audiological hearing evaluations for children ages 9 months and up.

Testing is available in English or French.

Available procedures may include Visual Reinforcement Audiometry, Play Audiometry, Conventional Audiometry, Immittance, and DPOAE testing.

All evaluations will be conducted by Yves Beaugard, who has over 30 years' experience in pediatric hearing testing at CHEO and until recently at HearCanada (formerly Soundroom).

For more information or to make an appointment, please contact our clinic: call at 613-526-7125 or fax at 613-526-7126, or email us at icadmin@prvhc.com. Our address is: 1750 Russel Rd., Ottawa ON, K1G5Z6



Career Opportunities for Registered Nurses

The Perley and Rideau Veterans' Health Centre is the region's largest long-term care home with 450 beds for Veterans and seniors from the public. As one of Ontario's most progressive homes, the Perley Rideau is expanding its short stay and sub-acute care programs. Our nurses have opportunities to work to their full scope of practice in a variety of settings.

In 2018, the Perley Rideau was Accredited with Exemplary Status and the organization is in the final year on the journey to become a RNAO Best Practice Spotlight Organization. There are a wide range of specialty care opportunities including dementia care, post-op care and wound care and many leadership opportunities. Perley Rideau aspires to become a Centre of Excellence and Applied Research in Frailty-Informed Care to benefit the 600 residents of the Perley Rideau Village and the neighbouring community.

Short-stay units:

- 34-Bed Convalescent Care Unit
- 25-Bed Specialized Veterans Beds **NEW**
- 20-Bed **SAFE** Unit (the first ever Sub-Acute for the Frail Elderly Unit) **NEW**
- 20-Bed Specialized Behavioural Support Unit (SBSU) **NEW**

The Perley and Rideau Veterans' Health Centre:
A Great Place to Work For People
Dedicated to Enriching the Lives of Seniors.

Visit our website for more information: PerleyRideau.ca

Check us out online...



Perley Rideau



Perley Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation


Interested?

Please forward your resume and covering letter to:
jobs@prvhc.com



SPRING *Sale*

Resident Craft & Plant Sale



Thursday, May 9th
10 am - 3 pm
Cafeteria

Presented by Therapeutic Recreation & Creative Arts Service

The Perley Rideau presents...

In Honour of Nursing

The Passion, Impact & Excellence

Keynote Speaker

Dr. Doris Grinspun

CEO of the Registered Nurses' Association of Ontario



Celebrate the Nursing Profession and Evidenced-Based Practice!
Join us for a morning of networking, knowledge exchange and fun!

- Knowledge Exchange Poster Board Presentations!
- Meet Nurse Champions who are passionate about leading changes in their workplaces!
- Best Practice Champion recognition for Nursing Week!

Friday, May 10, 2019 • 0930-1145

In the Main Cafeteria

Limited Spots Available!

7\$ Parking

To register and/or present a poster please contact:

Daniela Acosta RN GNC(C)

Collaborative Practice Leader

dacosta@prvhc.com

613 526 7170 ext 2018

(Poster templates available upon request)





Virtual Reality Relaxation Therapy Study at Perley Rideau



Background

Perley Rideau has joined researchers from OpenLab and York University to support a Virtual Reality (VR) Relaxation Therapy Study for long-term care residents. The study seeks to determine whether VR helps to decrease responsive behaviours in residents with dementia. As an added benefit, this research will examine whether this technology can support staff in the provision of care during times that can lead to responsive behaviours, such as the changing of wound dressings.

What is Virtual Reality?

Virtual Reality (VR) combines a headset (similar to ski goggles) and headphones to create an immersive environment of sights and sounds responding to head movements up, down and side to side. For example, in a beach visit, looking up exposes a sunny, blue sky while looking down reveals a sandy beach, all reinforced by the sounds of crashing waves. This VR library can range from a night at the opera to a walk in the forest and many other experiences. And with the recording technology onsite at Perley Rideau, our VR library continues to grow. Recently we added a video of the Parliament Hill winter light show and a night at the pub. The possibilities are endless and all suggestions to create new experiences are welcome.

What's to see?

As an introduction to VR therapy, residents have enjoyed natural environments that are calming such as a peaceful forest walk and an relaxing trip to the beach.

For residents who embrace this VR therapy, a member of the Therapeutic Recreation and Creative Arts staff may suggest more stimulating experiences including music and dancing or sporting events. Resident safety is paramount, so all participants must be seated and stationary during the VR therapy, to reduce the risk of discomfort or adverse reaction or injury.

Head Mounted Display



VR Headset



The weight of the VR device is evenly distributed across three elastic straps. The soft, foam pads rest on the forehead and glasses can be accommodated. The headset is also compatible with hearing aids.





Safety

While this is a low-risk study, safety concerns may arise. The research team has worked diligently to ensure all residents meet the criteria to be included in the study. Reasons for exclusion include the presence of a pacemaker or implanted defibrillator or a history of seizures or vertigos.



Prior to each VR therapy session, a member of the Therapeutic Recreation and Creative Arts staff will support resident participation to ensure comfort and safety. Staff will be present at all times during a session. If a resident exhibits any discomfort, the session will be stopped immediately.

Comfort

The researchers from OpenLab have completed over 50 trials in long-term care homes and hospitals including with individuals 80 years of age and older. Few of the participants experienced difficulty or discomfort with the headset or the experience.

Session Duration and Participation

Resident participation is voluntary. Most sessions last 20 minutes. However, the time may be extended if there is a resident benefit. The resident or substitute decision maker may stop the session at any time.

How can this help my resident?

A previous study, “Prescribing VR”, found that VR therapy is a viable solution for residents with dementia and provides relaxation and other benefits. VR has shown great potential for persons living with dementia, and for decreasing pain in burn patients during dressing changes.

Several residents at Perley Rideau have experienced VR therapy. Residents who are cognitively well usually respond with words such as “wow, look at that” and “this reminds me of...”. Residents who are cognitively impaired are often visibly engaged looking around, with the cuing from staff. We believe there will be substantial benefits in offering VR therapy to residents.

Family and Staff

It is possible for family and staff to simultaneously view the VR therapy exhibited to the resident via a second device (like an iPad). Family and Staff are also welcome to try the VR experience.

During challenging events, such as wound dressing change, we anticipate VR therapy will help improve the experience for residents and, by extension, for staff. During these events that can sometime be stressful, if a resident is calm and relaxed and not anxious and responsive, the VR therapy will help reduce the use of antipsychotic medications and decrease the stress levels of staff while reducing the risk of injury.

In the future, families and friends will be empowered to personalize the VR therapy by videotaping sights and sounds that they want to share with residents.



Contacts

For any question, please contact any of the following members of the VR team:

- **Jessica Lee, Recreational Therapist**
613-526-7170 ext. 7435
- **Stephanie Neville, Recreational Programmer**
613-526-7170 ext. 7736
- **Stephanie Deschamps, Recreation Programmer**
613-526-7170 ext. 7335
- **Rachel Dobson, Recreation Programmer**
613-526-7170 ext. 8235
- **Tara MacKinnon, Recreation Programmer**
613-526-7170 ext. 7335
- **Chantal Rauwerda, Recreation Programmer**
613-526-7170 ext. 7736
- **Kayleigh York, Recreation Programmer**
613-526-7170 ext. 8235



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INNOVATION
Powered by Baycrest

This program is generously funded by the Centre for Aging and Brain Health Innovation





SeeMe™

Understanding frailty together.

Roll-out Update

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

As of February 1, 2019 the SeeMe™ Care Conference Agenda and Goals of Care Tool have been implemented by all long-term care units. These tools are available on the Perley Rideau website, in the family handout package, in the family resource document holder on each unit, and in each care conference room.

In terms of roll-out of the full SeeMe™ process including the Comprehensive Frailty-Informed Assessment, O2E and R2S started with the full roll-out in February 2019, and G1N and G1S started the full roll-out in April 2019. Kudos to the SeeMe™ mentors who have done a great job in leading several training shifts, with lots of positive feedback having been received from trainees!

As of April 19, 2019, 73 Goals of Care Tools have been completed and 17 Comprehensive Frailty-Informed Assessments have been completed. Thank you to staff, physicians, families, and residents for your commitment in adopting the new SeeMe™ tools and processes.

As part of the program evaluation for SeeMe™: Understanding *frailty* together, surveys have started to be distributed to families, SeeMe™ mentors, and trainees on units that have had the full roll-out process. Please complete the surveys to help improve the SeeMe™ program to optimize the provision of frailty-informed care for residents at Perley Rideau.

SeeMe™: Understanding *frailty* together Care Conference and Goals of Care Tools

SeeMe™
Understanding frailty together.

Care Conference Agenda

Date: _____
 Time: _____
 Location: _____
 Attendees: _____

Resident Sticker: _____

Items For Discussion	Objectives	Action Items (if identified)
1. Welcome And Introductions	Set the tone for the meeting and plan for attendees that will be leaving before the end. Resident/family highlights most important issue(s) they would like to address during the meeting.	
2. Interdisciplinary Care Overview Quality Of Life Discussion	Understand how the resident is doing from a holistic perspective, including challenges and risks. Discuss changes observed since admission, last care conference. Discuss 3 most important issues impacting quality of life.	
Goals Of Care And Future Health Preferences Discussion		
3. Medical Overview	Understand illness/frailty and decline. Discuss most likely future trajectory/prognosis.	[Information from these sections to be recorded in the Goals of Care/Future Health Preferences assessment in PCC]
4. Resident Values, Beliefs	Understand the resident's story, and what is most important to the resident and family.	
5. Goals Of Care/ Future Health And Personal Care Preferences	Discuss goals of care in light of current condition, beliefs, and values. Discuss impact of treatment/care decisions on goals.	
6. Follow-Up, Most Responsible Person(S) And Timelines	Summarize actions arising from the care conference and identify timelines for follow-up.	

*Plan of care: All resident information provided by the interdisciplinary team in both paper and electronic format formulates the plan of care.
 *Care plan: A document outlining the plan of care - to be followed by the interprofessional team. Provides direction for the individualized care of the resident. Provides a road map to goals all who are involved with the resident's care. Drawn from the resident's unique attributes. Organized by the resident's specific needs.

Perley Rideau
The Perley and Rideau Veterans' Health Centre
1150 Montreal Road, Ottawa, Ontario K1G 5Z6
Tel: (613) 506-7171 Fax: (613) 506-7172

www.PerleyRideau.ca

SeeMe™
Understanding frailty together.

Goals of Care & Future Health and Personal Care Preferences

Current understanding of illness, decline and prognosis

Resident values, beliefs

Goal(s) of care

Focus on comfort/symptom management, quality of life (comfort)
 Focus on managing illness while maintaining current function/independence (less invasive tests and interventions)
 Focus on treatment of illness (more invasive tests and interventions, hospitalization)
 Focus on extending life (resuscitative)

Comments: _____

End of life wishes

SeeMe™
Understanding frailty together.

Goals of Care & Future Health and Personal Care Preferences

Future health and personal care preferences

CPR, DoNotResuscitate Yes No

Transfer to ED for advanced/urgent diagnostics and treatment Yes No Maybe

Stay at Perley Rideau for diagnostics and treatment Yes No Maybe

Stay at Perley Rideau for palliative/comfort care Yes No Maybe

Chemotherapy Yes No Maybe N/A

Surgery (e.g. cardiac, hip) Yes No Maybe N/A

Medications (e.g. for infections) Yes No Maybe N/A

Dialysis Yes No Maybe N/A

Tube Feeding Yes No Maybe N/A

Ventilator Yes No Maybe N/A

Comments: _____

Resident Name: _____
 Substitute Decision Maker Name: _____

Information and preferences recorded above reflect discussion held with:
 The Resident Substitute Decision Maker

Date: _____
 Physician: _____

DISCLAIMER: Information and preferences recorded on this form reflect the discussion held on this day and are NOT legally binding. These can be changed at any time. Preferences are based on the resident's current health condition and prognosis. Following all future health events, the resident/SDM(s) will be contacted to discuss the proposed plan of care and obtain informed consent.
 If staff are unable to obtain informed consent from the resident/each any of the resident's SDM(s) following an ACUTE health event, those preferences will be used to help guide care.

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The 2nd Annual International Women's Day High Tea fundraiser honoured the Women Veterans who call the Perley Rideau home and raised \$4,755. Speakers included Deputy Minister of Defence Jody Thomas and Maj. (Ret'd) Sandra Perron. Thank you to everyone who participated and helped show appreciation to women who have served in the Canadian Armed Forces.



The continued support of the Royal Canadian Legion Br 462 Eastview has made the purchase of 10 new Hi-Lo beds and 5 new blanket warmers for a Veteran unit reality. Legion giving has a real impact on resident care. The comfort that this \$40,000.00 gift is making possible through restful and safe sleeps, and calming warm blankets, is life-giving. L to R: Sara Francis, Development Coordinator; Bill Redmond, Perley Rideau Legion Liaison and RCL Br 462 member; Delphine Haslé, Development Manager; Doris Bédard, RCL Br 462 Past President Ladies' Auxiliary, Daniel Clapin, Executive Director; Richard Campbell, RCL Br 462 Poppy Chair

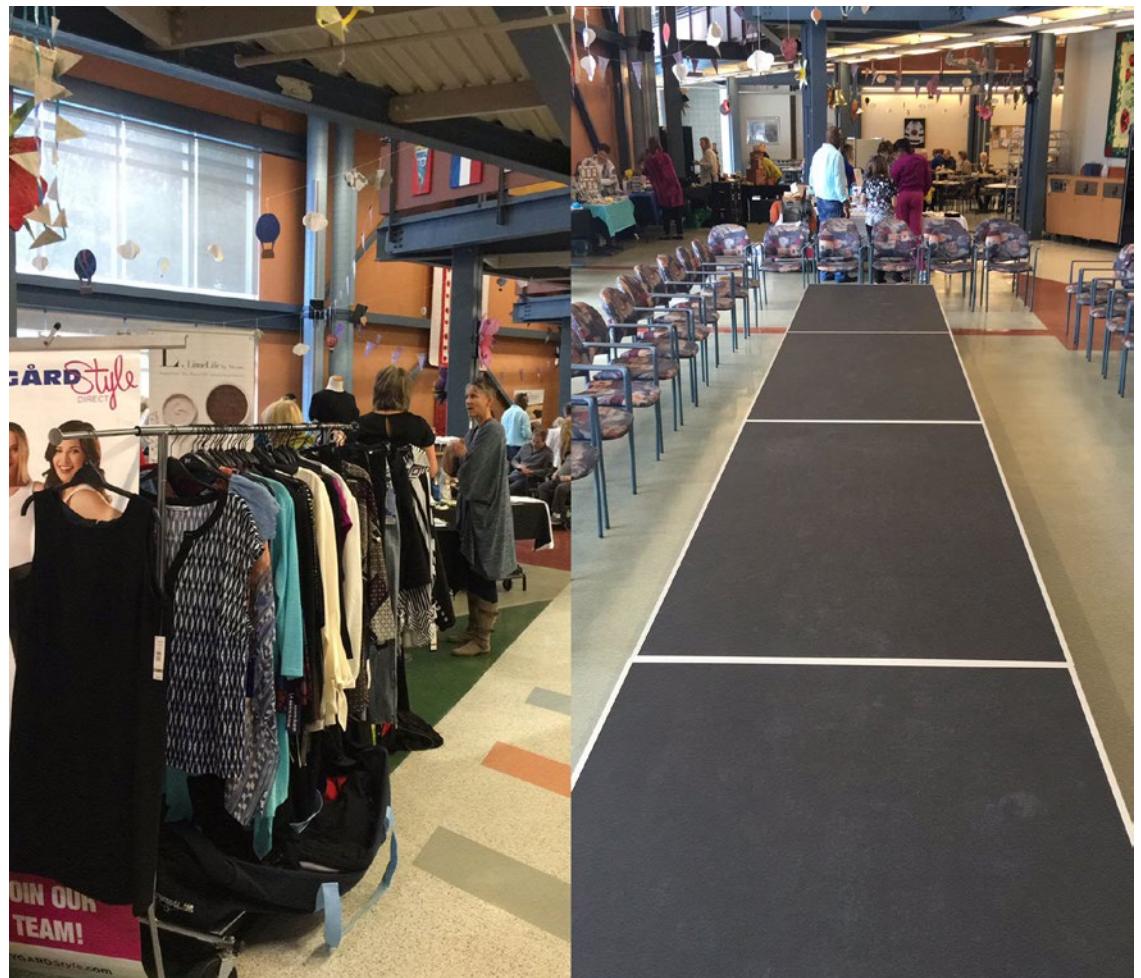
Two new Hi-Lo beds were purchased thanks to the gift of \$5,307.00 from the Royal Canadian Legion Ontario Provincial Command Branches and Ladies' Auxiliaries Foundation. Thank you for making sure that residents and staff benefit from these comfortable and safe height-adjustable beds. L to R: Delphine Haslé, Development Manager; Richard Campbell, RCL Br 462 Poppy Chair; Doris Bédard, RCL Br 462 Past President Ladies' Auxiliary, Sara Francis, Development Coordinator; Daniel Clapin, Executive Director; Bill Redmond, Perley Rideau Legion Liaison and RCL Br 462 member





The Korean Veteran Association – Unit 7 continues to care for Veterans of the Korean War who call the Perley Rideau home, and their constant presence and financial support is evidence of that. Their recent \$1,000.00 donation will go to the purchase of a new blanket warmer; warm blankets calm and comfort seniors, particularly those living with dementia. Pictured are Korean War Veterans from the Perley Rideau, members of the Korean Veteran Association – National Capital Unit, Foundation staff, and Col. Chang Bae Yoon

The 2019 Spring Benefit Fashion Show and Shop Event was another success! Vendors specializing in women’s clothing and accessories sold their wares, and a fashion show displaying Nygard’s 2019 spring line wowed 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!





DON'T MISS YOUR CHANCE TO WIN

CATCH THE ACE

In support of the Perley Rideau Foundation

TICKETS \$10. AVAILABLE ONLINE AND AT 1750 RUSSELL ROAD IN THE FOUNDATION OFFICE. CASH, CREDIT CARD, CHEQUES ACCEPTED.

Ace Jackpot always growing, currently \$1,774! Limited tickets available!



Draws every Thursday at 3:00 PM in the cafeteria

Charitable Registration # 12194 8038 RR0001

Lottery Licence # M758377

www.perleyrideaufoundation.ca 613-526-7173

THE PERLEY RIDEAU FOUNDATION IS PROUD TO BE A 2019

HOPE VOLLEYBALL SUMMERFEST

RECIPIENT CHARITY

50 volunteers needed to assist with Token Sales. Volunteers must be at least 19 years of age, Smart Serve Certification is encouraged. See Sara at the Foundation office for more details (613-526-7170 x.7150, sfrancis@prvhc.com)

July 13 - Mooney's Bay Beach



Perley Rideau

The Perley and Rideau Veterans' Health Centre Foundation



PRESENTS



HOPE Volleyball Summerfest



Doherty & Associates Presents: 18th Annual Perley Rideau Night at the Races

Thursday, June 13th, 2019

Buffet dinner 6:00 p.m. Post time 6:30 p.m.

Rideau Carleton Raceway Casino

Staff Association price \$35, General ticket price \$75. Includes reserved dinner seating, live race program, \$2 betting voucher, and \$25 income tax receipt. Silent auction and great raffle prizes to win! **Deadline to purchase is May 31st.**

SAVE THE DATE!

Reserve Your Seat Today at the Foundation office, phone 613-526-7173 or online at: perleyrideaufoundation.ca/events/upcoming/doherty-associates-presents-18th-annual-perley-rideau-night-races

Team Perley Rideau



Please support the team in Ottawa Race Weekend, May 25-26.

The team is holding a departmental challenge this year - don't let your department down, support a team member today!

Go to perleyrideaufoundation.ca/events/upcoming/2019-ottawa-race-weekend to see a list of team members, and to sponsor!



Perley Rideau

The Perley and Rideau Veterans' Health Centre Foundation





The New App That Might Revolutionize Dementia Care

By: Eric Bollman, Communications Officer, The Dementia Society

Navigating Canada’s healthcare system can be difficult at the best of times. But when a number of different health problems arise, it can become overwhelming. Especially when one of those health problems is dementia.

A new initiative from the Champlain Dementia Network (CDN) seeks to simplify the process, especially for people living with dementia and their caregivers. The CareTeam app has been adopted as a pilot project by The Dementia Society of Ottawa and Renfrew County, out of their office in the Perley and Rideau Veterans’ Health Centre.

The app is designed to help people keep track of appointments, medication, and schedules while also giving them direct access to guidance and advice. A person living with dementia can add their caregivers, family members and friends to the app as well. This keeps them all in the same loop.

Cynthia Dewolfe, a Dementia Care Coach at The Dementia Society, keeps in touch with several of her clients via text through the app. If a client has a question about their care, Cynthia will answer and not only her client but all their family members can see the response. If any of them have questions of their own, Cynthia will answer those as well. She might then prescribe one of The Dementia Society’s support groups for the client, and their family will ensure they make it to the appointment.



Cynthia Dewolfe, Dementia Care Coach, The Dementia Society.
Photo: Bryan Gagnon

The hope is that soon, other groups will sign on to the CareTeam app. Right now, a few physicians have signed on through their contacts with these individual patients and The Dementia Society. But the CDN envisions a future where general practitioners, pharmacists, specialists, psychologists, support workers, and every other health professional a person sees will all be under this same umbrella.

“CareTeam aims to bring together the patient, family/personal caregivers and health care providers as one team around a shared, dynamic care plan,” says Sheila Bauer, CEO of The Dementia Society. That may be the future of CareTeam. For now though, it is being tested by Dementia Care Coaches who are more directly connected to their clients than ever before.

www.dementiahelp.ca



The
**Dementia
Society**

Ottawa and Renfrew County

Seeking Participants to Support the Audiology Clinic within the Interprofessional Clinic at Perley Rideau

The audiology clinic within the Interprofessional Clinic at Perley Rideau needs to complete standard norms for two different audiology testing protocols; the Auditory Brainstem Response (ABR) and the Hearing In Noise Test (HINT).

The audiology clinic is looking for 20 participants.

To qualify, each participant must:

1. Be between the age of 18 and 30 years old.
2. Be fluent in French, French being the stronger/dominant language.
3. Have normal hearing (a standard hearing test will be completed at no charge to ensure hearing thresholds are within normal limits before proceeding).

The process will take approximately 1.5 hrs.

If you would like to help the Interprofessional Clinic at Perley Rideau, learn more about these testing protocols and fit these criteria, please contact the hearing aid clinic at 613-526-7125 to speak with Camille Bégin or Fauve Duquette-Laplante.

Camille Bégin

M.Sc.S., Aud (C), membre OAAO 6745

Audiologiste, Éducatrice-Clinicienne

May is Bike to Work Month - Join the Perley Rideau Team

Bike to Work Month is a yearly campaign that encourages people to try cycling as a fun and healthy option for getting to and from work. Bikers are encouraged to sign up now to participate. Join the Perley Rideau team today.

There are two ways to join:

- 1 Visit the website <https://biketoworkottawa.ca>. Register and locate the team PRVHC Village
- 2 E-mail Dave Harris (dharris@prvhc.com) and he will send an invitation to join our PRVHC Village team.

Consider taking this on to start a new healthy routine. The benefits of signing up today;

- prepare their equipment(bicycle & clothing);
- being able to take advantage of this program from Day One - May 1; and
- signing up to our team.

There are prizes for individuals and for teams!

Yoga for Employees and Volunteers

Updated Class Schedule for January – May 2019

Mondays 4:00 - 4:45pm in the Games Room
 Wednesdays 12:10 – 12:50pm in the Games Room



Drop-ins and new yogis welcome!

Contact Rebecca Wilson (x2225) to learn more



Look who came to visit the residents at the Perley Rideau today. Happy Easter!

Vol. 22-02

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. Please note that the newsletter is available online at www.PerleyRideau.ca.

All submissions are welcome.

Want to stay in touch with Perley Rideau?

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



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PerleyRideauSeniors;
@prvhc_seniors



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