

# Between Us... *Briefly*



Perley Rideau

The Perley and Rideau  
Veterans' Health Centre

Vol. 19-01

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

## Combining Spiritual Care and Creative Arts: Residents unlock self-discoveries Pg12

### Inside:

- A Message from CEO Akos Hoffer, page 3
- Family Tribute, page 4
- Speaking up, page 5
- And more...



## Announcement

### Brittany Elder



It is with great pleasure that we welcome back Brittany Elder to Perley Rideau. Brittany worked with us most recently as a Unit Clerk. Brittany was always known for her welcoming smile, calm and helpful nature, and excellent organizational skills.

Brittany will be working as an Admissions Assistant (part-time) in the Admissions Office, reporting to Dianna Latulippe, Admissions Coordinator.

Please offer Brittany a warm welcome!

### Sara McIlveen



#### Welcome to Sara McIlveen!

Although Sara has been working for the Foundation since the fall of 2015 she just recently accepted a full-time one year contract, Administrative Assistant, effective January 18, 2016. Sara graduated with an Honors BA in Religious

Studies and Philosophy from Queen's University, Kingston, as well as a French Immersion Course from Université Sainte-Anne, Pointe-de-l'Église, NS. Born and raised in Prescott ON she soon took to the sky's and travelled to Anjung, Republic of Korea for a two year teaching position as an English Teacher.

Sara brings to her job many skill sets, in particular her ability to adapt to change quickly and strong organizational skills. In just a few short months she has shown herself to be an asset to the Foundation.

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

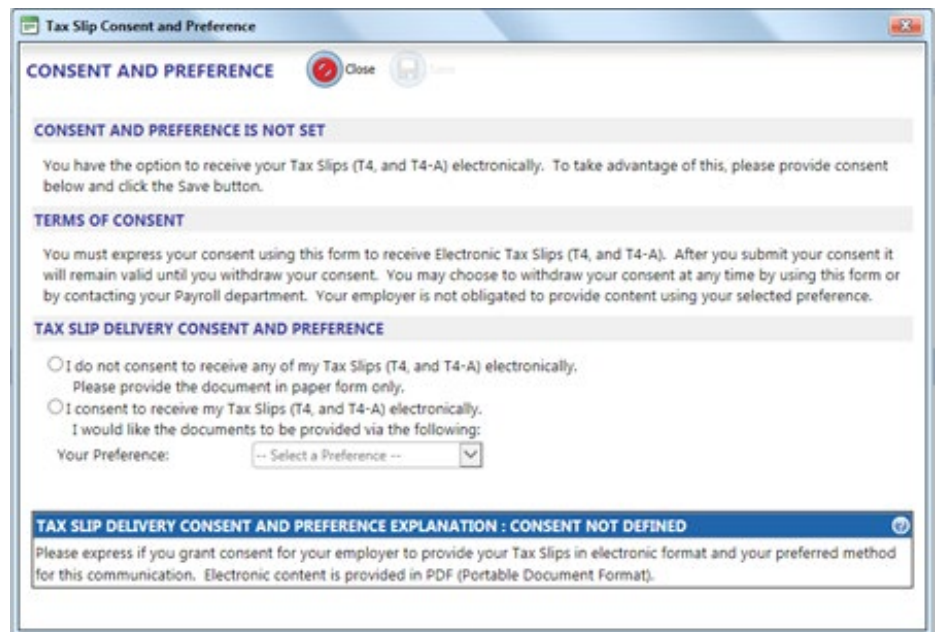
Effective immediately, QHR will seek the permission of staff to directly send your 2015 T4 tax slips electronically.

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

### The Details

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

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



# A Message from CEO Akos Hoffer



The Perley Rideau Board of Directors and leadership team have worked hard to confront current funding challenges and develop a budget for this year. The 2016 budget for the Perley and Rideau Veterans' Health Centre has now been approved.

As I have mentioned in Town Halls, newsletter articles and public appearances, there are challenging times ahead for the healthcare sector. Perley Rideau is not immune to these many pressures as we proceed into Phase 2 of our Strategic Plan – adapting to the changes in veteran population. Supported by our outstanding staff, Foundation, volunteers, partners and the wider community and guided by our Board of Directors, we will continue to earn our excellent reputation for patient and resident care while meeting our obligations.

Looking back on 2015, I am proud of our many achievements, including the installation of Point of Care (POC) throughout our Home, staff's embrace of the shift availability and pre-booking technology, staff engagement in several Town Halls along with support for the Nurse Led Outreach Team (NLOT). All these accomplishments were set against the backdrop of staffing changes for Programing & Support and Nursing & Personal Care and you continue to excel. Thank you!

Creating the 2016 budget, our goals included balancing the budget, maintaining current staff levels and ensuring resident safety. We were faced with a significant budget shortfall initially, but I can report that we have taken actions to balance the budget while avoiding any cuts to front line staffing. There was one staffing change on the management side with the elimination of the role of Director of Community Outreach following the retirement of Cheryl Homuth. Thank you to those who have taken on additional responsibilities including Carolyn Vollicks, Ursula Lamoureux and Robyn Orazetti.

To cover all parking-related expenses including winter maintenance, equipment repairs, supplies, land rental fees and labour, I am announcing a parking rate increase for everyone as of March 1, 2016. We strive to keep fees affordable. As you may have seen in recent media reports, our parking rates are still below our health sector neighbours and we will strive to maintain that position.

As we plan to mark the 20th year of the Perley and Rideau Veterans' Health Centre on Russell Road and tackle upcoming challenges and embrace opportunities, I will be hosting a series of Town Hall meetings for staff and volunteers on February 11th (watch for posters and announcements in the coming days). During the Town Halls, I will provide an update on our journey and provide more information on the steps we are taking in Phase 2 of our Strategic Plan. I encourage you to attend and I will welcome your questions and comments.

Please know that our focus on care at the bedside is equally as strong as our commitment to be a valued and sustainable health centre serving seniors from the public and former members of the Canadian Armed Forces.

Do not hesitate to contact me should you have any questions or concerns. I look forward to seeing you at the Town Hall meetings on February 11th.

Thank you for living the Perley Rideau values each day.

Akos Hoffer, CEO

Of all the thank yous and acknowledgements I have written since Dad's passing this one is the most difficult for me to write. I apologize for the lateness in sending it out but I take comfort in knowing that my PRVHC family understands. When we first placed Dad at the PRVHC we were heartbroken and I believed we were sending him there to die. What I quickly came to understand was that Dad came to the PRVHC to live.

I knew that Dad was lonely at times but I did not realize how palpable that loneliness was until I observed him interacting with the other residents and staff. My quiet, unassuming father became outgoing, friendly and talkative. He took great joy in introducing us to his new friends.

During the last two years of his life Dad sang, danced, attended concerts and special events, went on an excursion to the sugar bush and took a bus ride to see the leaves. Dad went to art classes, attended Yoga sessions, and had the occasional 'adult beverage' in the pub (and sometimes in his room). Dad gardened, helped decorate for the holidays and 'supervised' the staff at the front desk. Dad received physiotherapy, medical care and was able to have his teeth cleaned by a hygienist. Dad attended special dinners and enjoyed lunch in the cafeteria. Dad's physical, mental and spiritual needs were tended to and all of this happened in his home.

I know that the last years of Dad's life were a struggle. But there were moments of joy and laughter in between the struggle. It was comforting to know that Mom and I did not have to face the challenges alone. The PRVHC staff and volunteers became Dad's family and by extension, ours. The staff were there to laugh with us and to cry with us. They were there for Dad when we could not be and words cannot express how grateful we are. Thank you to everyone who said a simple hello and especially to those who, without hesitation, gave him (and us) a hug or a kiss and a reason to laugh.

I have the following treasured memory because of the PRVHC and its commitment to excellence in long-term care.

Dad was bedridden and unresponsive. Mom had been sitting with him for several hours and holding his hand. Dad's hand was limp and there was no indication that he knew we were there. Samantha, a talented music therapist, came into Dad's room and asked if she could sing a song for him. I asked her to sing "Let Me Call You Sweetheart". As soon as she started, Dad squeezed Mom's hand and continued to do so until the song ended.

Dad passed away a few short hours later.

On behalf of the Lackey family, thank you.

*Angela and Viola Lackey*

# Speaking Up - Doing the Right Thing

Russ Tattersall, M.I.R. Director, Human Resources

Working for a living can be a grind. What is special about working at the Perley Rideau is feeling privileged to work where your personal values are reflected in the work you do. We get to earn our daily bread by putting others first – our residents, clients, and tenants. We all have different roles, and we all make our contributions in different ways, but we are here for the benefit of others.

The care and service we provide to vulnerable seniors is accompanied by a great responsibility – we are their protectors. You, our employees, have demonstrated over and over that you are willing to protect our vulnerable seniors by speaking up when something isn't right. We are proud of your compassion, your integrity, and yes, your courage. We know how hard it can be to speak up.

In the playground, we all learned the unkind words used to describe someone who reports wrongdoing:

***Tattletale. Rat. Snitch.***

The pressure can be strong to keep silent, especially if we know or work with the person who did something wrong. That is why the Perley Rideau wants you, our employees, to know that we will support and stand behind you when you speak up.

The Perley Rideau has numerous policies that promise to support and protect our employees from any reprisal for speaking up against wrongdoing. Key policies and legislation include:

- Harassment and Discrimination Policy
- Abuse of Residents Policy
- Workplace Safety and Insurance Act
- Long Term Care Homes Act
- Whistle-Blowing Protection Policy
- Employment Standards Act
- Pay Equity Act
- Labour Relations Act

In addition to the explicit protections contained in policies and laws against reprisal by the Perley Rideau, employees can also count on the Perley Rideau doing its best to support and protect them against reprisal from anyone else if they report wrongdoing. Whether it is resident abuse, harassment, bullying, discrimination, or any other kind of wrongdoing, employees who report in good faith will receive the support of the Perley Rideau.

It's only fair - since we rely on you to protect our residents, you can rely on us to protect you.

*There is a gym available for staff use which is located on the Second Floor of the Perley Rideau Centre; just down from the resident smoking room. It is accessible at any time of the day, quiet and the cost of \$15/month can come directly off your pay.*

*Please contact Cheryl Kemp, Employee Health Coordinator, ckemp@prvhc.com, 526-7170 ext. 2231 or drop by between 8:30-4:30 Mon-Fri to complete the paperwork.*





## Nursing Operations Strategic Leadership Day

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

The objectives of the day for the Nursing Operations Strategic Leadership Day, were to understand the difference between management and leadership, align work with Perley Rideau's strategic direction, create a clear path for 2016, develop goals including areas for personal development, and to learn about transformational, servant and authentic leadership and the LEADS in a Caring Environment model. The team had great discussions, lots of fun, and worked successfully together in this day away led by our Chief Nursing Officer, Linda Hunter, and Manager of Education and Projects, Jen Plant.



# Busy Germ Control Crews in the House!

By Caroline Meguerditchian, Infection Control Coordinator

The winter of 2016 continues to carry a fairly mild influenza activity compared to last year. The City of Ottawa is seeing low levels of influenza activity meaning low levels of influenza illness in the community. That being said however, minor upper respiratory illnesses, such as the common cold and gastro enteric illnesses, have been wreaking havoc across many long term care homes in Ottawa and the neighboring region. Many homes are having facility-wide outbreaks.

Here at Perley Rideau, our exceptional teams of direct care providers and support staff have been working diligently to keep our home bug free. While we do have a respiratory outbreak currently on Ottawa 2 East, the impact of the outbreak has been minimal with only seven residents affected along with a couple of staff members. In addition, some of the teams on a few of our veteran units have worked very hard to prevent outbreaks on their respective units by managing respiratory illnesses as they appear and preventing further spread.

How did we accomplish this?

- By identifying illness early on and implementing precautions as indicated;
- By increasing cleaning and disinfection on the unit;
- By modifying programs and group activities to prevent bug transmission;
- By communicating with our families, friends and volunteers about the precautions and preventative measures in place;
- By increasing hand hygiene amongst staff and residents.

To all of our exceptional staff, Kudos to you for all your hard work and keep it up!

We hope to continue this success for the remainder of the year!

*Remember,*  
infection prevention  
and control begins  
with you!



# Joint Health and Safety Committee (JOHSC) - Year End Report

The JOHSC would like to ensure that all employees are aware, on a quarterly basis, of the Committee's goals and recommendations to the Management team.

Some of the Perley Rideau's successes include:

- Completion of risk assessments for most positions. These documents list risks and risk mitigation measures so employees will have this important information to protect themselves
- WSIB Safety Group Program Audit of the Perley Rideau's occupational safety program received an 80% score. The audit is a validation of the Health and Safety Program and the continual improvement plan.
- Occupational Health and Safety policy development and education on the following topics:
  - Employees Returning to Work from Prolonged Leaves
  - Contractors
  - Confined Space
  - Food and Beverage Consumption
  - Cytotoxic Medication

These policies can be found at [U:/policies and procedures/health and safety](#)

The Committee is continuing work on:

- Reducing employee incidents/injuries, especially those that involve:
  - Residents
  - Musculoskeletal injuries

These two kinds of incidents are the most frequent affecting our employees

Goals being set for 2016 will be posted on the Health and Safety bulletin board in the Cafeteria, along with the complete list of activities undertaken by the JOHSC in 2015.

**Thank you for your support**

*Joint Occupational Health and Safety Committee*

## Safety – We Are Worth It

It's all about the fine print!

Did you know that these popular coffee cups should not be placed in the microwave?

*Besides, the cups don't meet Perley Rideau's Food and Beverage Consumption Policy.*





# Water Bottle Announcement:

## New Policy: Food and Beverage Consumption



Perley Rideau is implementing a new policy specific to food and beverage consumption for employees, students, volunteers and contractors.

To comply with Ministry of Labour regulations for ensuring the safety of employees, the Perley Rideau will only permit the use of a water containers with a covered drinking spout or straw.

In response, Perley Rideau is now providing a free water bottle (that meets the criteria) for each staff member.

There is one water bottle for each staff member.

These Perley Rideau water bottles are now available for pick up at the Commissionaire's desk at Main Reception.

To pick up your water bottle, each staff members **MUST** show his/her ID badge.

Once you have your water bottle, you **MUST** write your name on it to avoid cross contamination with your co-workers.

This policy was developed in response to legislation outlined in the Occupational Health and Safety Act and is now in effect.

### DETAILS

- 1 water bottle provided FREE to each staff member
- Can be picked up at the Commissionaire's desk at Main Reception
- Available for pick up on all shifts in the days and weeks ahead.
- Staff must show ID badge to pick up water bottle
- Staff must write your name on the bottle
- Only these water bottles or similar Approved Water Containers -- where the drinking spout/straw are covered -- are to be used.
- This policy takes effect on January 25, 2016.

For questions, please contact your manager.

Excerpts from the Food and Beverage Consumption Policy of the Perley and Rideau Veterans' Health Centre

1. No food or drink shall be consumed or kept in areas where infectious materials, hazardous chemicals or hazardous drugs are used, handled or stored (definitions included in the policy).
2. There is no restriction on food and beverage consumption or container types outside of the clinical environment. Examples are below.
  - main communication stations
  - staff lounge
  - cafeteria
  - lunch room
  - class room/meeting room
  - private office areas
3. Food or beverages for personal use with the exception of water in an approved container may not be stored or consumed in the following areas.
  - patient rooms
  - in/on housekeeping, maintenance, food or creative arts carts
  - supply carts/ med carts
  - resident supply storage areas
  - creative arts studios
  - mobile workstations
4. All food, beverages and related containers/ wrappers to be disposed of after use in the appropriate garbage receptacle within the designated area.
5. No container of food to remain in the designated areas after the end of a shift.
6. During a special event in patient care areas, employees may consume food and beverages with appropriate hand hygiene and housekeeping in place.

To access the full Perley Rideau policy, visit:

<U:\Policies and Procedures\HEALTH AND SAFETY POLICIES\Food and Beverage Consumption.doc>

# Parking Changes

Effective March 1st, 2016,  
Perley Rideau parking rates will change

## The new rates:

- **Pre-loaded card of 20 visits per month: \$70.00 per month including HST.**
- **Payroll deduct: \$70.00 including HST.**
- **Monthly card holder (contracted services): \$72.10 including HST.**
- **One time use at the gate of \$7.00 per transaction, including HST.**
- **Blue parking tickets can be purchased in the following quantities:**
  - 1. 5 tickets x \$7.00 = \$35.00**
  - 2. 10 tickets x \$7.00 = \$70.00**
  - 3. 15 tickets x \$7.00 = \$105.00**
  - 4. 20 tickets x \$7.00 = \$140.00**

**Our facility parking operations must generate sufficient revenue to cover all related expenses and we strive to keep fees affordable.**

**Thank you for your support!**

# PHASE 2 OF THE PERLEY RIDEAU JOURNEY

**CEO TOWN HALL: Feb 11 and 12**

## February 11

1. 1000 hours (10 am) – Open to all staff and volunteers
2. 1330 hours (1:30 pm) – Open to all staff and volunteers  
1445 hours (2:45 pm) brief meeting for Food & Nutrition Staff  
1515 hours (3:15 pm) brief meeting for REC/CAS Staff  
1930 hours (7:30 pm) brief meeting for Food & Nutrition Staff
3. 2030 hours (8:30 pm) - Open to all staff and volunteers
4. 2130 hours (9:30 pm) - Open to all staff and volunteers
5. 2330 hours (11:30 pm) - Open to all staff and volunteers
6. 0015 hours: Feb 12 (12:15 am) - Open to all staff and volunteers

**All meetings in the Games Room unless otherwise noted.  
Watch for posters throughout our Home.**

# Spiritual Care and Creative Arts Combine to support residents and unlock self-discoveries

## Wood, nails, yarn and ribbons transformed into tools of internal exploration through Mandalas

By Jessie Stephenson, MDiv

Spiritual Care Worker, The Perley and Rideau Veterans' Health Centre



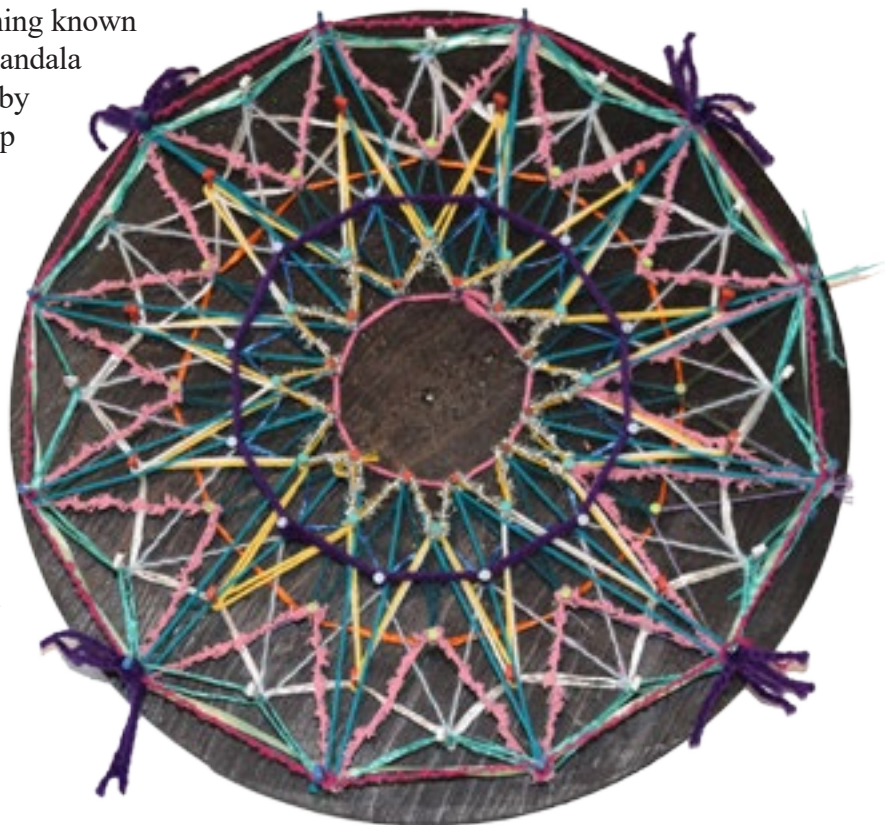
Mandalas are circular religious and spiritual symbols, which can function as important depictions of cosmology, experiences of the divine, or metaphysical understandings of the self. Mandalas in Hinduism and Buddhism can represent the world and foundational mythologies, whereas the mandalas of Hildegard von Bingen, a Benedictine mystic, were painted depictions of her sacred visions. Even Carl Jung, the famous Swiss psychiatrist, found use of the mandalas helpful in his own practice, understanding them to be “the psychological depiction of the totality of the self.” Mandalas can also be powerful and potent storytellers, which share individual and collective narratives to present and future generations.

The circular form of the Mandala is an important aspect of its power and symbolism. In Gestalt psychology it is understood that “simple, closed forms, such as circles, are more quickly perceived and recognized as meaningful. Because of this circles come forward out of a confusing mass of

random visual input and are recognized as something known and familiar.” As such, the circular form of the mandala is something that can be immediately understood by all, regardless of our individual contexts, on a deep and profoundly human level.

Circles can represent the life cycle, the world, a journey, or symbolic unity, to name a few examples from a very vast swath of interpretation. However, the circles of all mandalas have three basic levels of interpretation: the outer, the inner, and the secret. The outer meaning can be representative of the world in a divine, yet physical form. The inner meaning can be understood as a map or pathway towards enlightenment and the secret meaning is the manifestation of enlightenment, or the divine, itself.

In Tibetan, Vajrayana, Buddhism, the spiritual exercise of mandala making is expressed through sand-painting. Monks create intricate designs by pouring coloured sand through chak-pur, serrated



# On January 28th, experience the mandalas on display in Perley Rideau Centre



*For one resident, creating a mandala brought back memories of his naval training days and learning a half hitch.*

funnels, and controlling the flow through vibrations of a metal rod moved along the length of the funnel. Throughout this process, monks will chant, sing, pray, and meditate around the mandala. It is said that the repetitive motions of sand-painting can even induce a trance-like state. Once they are finished creating their mandala, the sand will be swept up with a Vajra and poured into a nearby river, to spread healing energy and illustrate the great Buddhist teaching of impermanence.

I collaborated with Creative Arts Instructor Andréa Fabricius to introduce mandala making to our residents, and in October of 2015 with the help of Volunteers, they did so over four sessions.

Our mandalas are made from wood, nails, yarn and ribbons. During each session, participants were provided information about mandalas and their place in different religious and spiritual expressions. Participants could use the time as a quiet, reflective, or meditative art practice, or reminisce about what the yarn and weaving meant to them. Stories of navy knot tying and creating children's Halloween costumes were shared while the residents

created their own path within their mandala. In our own unique way, our mandalas became effective tools of internal exploration, and created an environment where we could reminisce and share new discoveries about ourselves.

When you come across the mandalas in the hall, you are invited to take time to consider the beauty of the whole and the beauty of the individual strings. Perhaps reflect about the hands that contributed to the creation of the mandalas, and the tales they might tell. Maybe look at the journey that one ribbon makes within the mandala and the significance it imparts to you. Consider whatever story the mandalas share with you, and wherever you might fall within it.

The display of mandalas can be found on the first floor adjacent to the office of the Alzheimer's Society of Ottawa and Renfrew County, down from the pharmacy and across from the elevator.

# Spinning the Yarn

## The challenge of creating mandalas for seniors at Perley Rideau

By Andréa Fabricius, Creative Arts Instructor

I was super excited to be given the task of creating the design of the mandala in collaboration with Spiritual Care for our residents. There were several obstacles that I had to navigate to make this project resident focused. Believe it or not, there isn't a template or guideline out there for how to make mandalas with our aging population.

First I had to decide on the materials. Traditionally mandalas are created with colourful sand. Instead I decided that colourful string, yarn and ribbon would be more appropriate and could survive the movement from week to week.

Secondly I had to think of a substantial base that would support the artwork and work with the residents who are creating the patterns. This is when I thought of a round wooden form, with nails for posts for the string. Aging populations see high contrasted colours best so we painted the base black and used light colours for the nails. Another challenge was the pattern creation. We painted each ring of the nails a different colour, so the residents could make their own pattern...go from red to white to red to white.

Thirdly I had to think of size and proportion. How was I to get the maximum amount of residents to work on one mandala? Many of the residents have difficulties moving or standing and sitting down. The workshop was held in the Games Room. The tables are 3 ft. square, so we made the large bases 3 ft. round and we put the bases onto Lazy Susan's so they would spin, allowing each resident to work from one position without getting up. I also designed personal sized mandala bases for those resident who couldn't reach the table or who wanted to do their own unique patterns.

This entire project would not have been possible without the help, knowledge and guidance from our engineer wood shop volunteer Dave Cole. Dave spent many hours making sure the guidelines for the nails were even spaced, created spinning devices and then lead the installation spinning structures you see today on the wall.

When you visit the Mandala display, please feel free to gently spin the Mandalas to experience a different perspective and follow the paths the residents lead.

### Just the Facts:

**600:** Nails

**50:** Balls of yarn/string/ribbon

**12:** Residents weaving string and making patterns

**12:** Total weaving hours (4 x 3 hour sessions)

**9:** mandala bases

Lots of stories, inner thought, struggle with decisions and gorgeous outcomes!

### Testimonials

*"It was amazing to see these two men from Gatineau 1 South, pick up the hammers as if no time had passed. They worked together hammering the nails into the cross sections to create the grid for the Mandalas."*

**Andréa Fabricius**  
Creative Arts Instructor

*"I did my naval training when I was a sea cadet. I had an uncle who was a petty officer who lived with us for a while and he taught me to do a pencil up with string so no one would take it using a rolling hitch. Let's see if I can still do it. You do a loop, pull it tight and it will stay that way until you get the other end. Then you pull it down and it goes tight. That's a half hitch."*

**Resident Charles Z.**

# Stoplight Report

Presenting the first Stoplight Report summarizing the highlights of all the valuable feedback that will guide the next phase of the Perley Rideau Village Blueprint:

## Stoplight Report



### Developing a Blue Print – Priorities from Town Hall Event

Thanks to everyone who participated in the Village Blueprint Town Halls of 2015. Your interest and participation is appreciated and helped to create this unique Stoplight Report to serve as an update.

The four rows along the left side represent “Guiding Principles” including Responsible Stewardship, Enhancing the Seniors Experience, Broadening Our Reach and a row that is not applicable to the scope of the current work.

The numbers in brackets indicate the total number of votes/post it notes that were applied to the specific topics.

	Currently Successful Opportunities identified that we are doing well	Opportunities We can't address right away, but we will work on	Can't Do Now Requests that we can't address at this time and the reason why
Responsible Stewardship	<ul style="list-style-type: none"> <li>- Design and layout of the PR (11)</li> <li>- Daylighting (9)</li> <li>- Resident gardens and outdoor space (9)</li> <li>- Big cafeteria (4)</li> </ul>	<ul style="list-style-type: none"> <li>- Quiet rooms for staff (12)</li> <li>- Main entrance to building is not covered or identifiable (7)</li> <li>- Sidewalks are slippery (4)</li> <li>- Lighting (3)</li> <li>- Better outside gathering areas (5)</li> <li>- Improve usability of the courtyards (3)</li> </ul>	<ul style="list-style-type: none"> <li>- No crosswalk at Russell (4)                             <ul style="list-style-type: none"> <li>o <i>Addition city infrastructure and zoning make this a difficult task to prioritize.</i></li> </ul> </li> <li>- New front apartments are disconnected from the PR (1)                             <ul style="list-style-type: none"> <li>o <i>Potential development of the Perley Rideau could create connectivity.</i></li> </ul> </li> </ul>
Enhancing the Seniors Experience	<ul style="list-style-type: none"> <li>- On-site pharmacy (15)</li> <li>- Gym for staff (11)</li> <li>- Art and rec programming (10)</li> <li>- Accessible (8)</li> <li>- The growing diversity in available services (6)</li> <li>- Security Cameras (2)</li> </ul>	<ul style="list-style-type: none"> <li>- More on campus services (42)</li> <li>- Better visual awareness at entrance (34)</li> <li>- X-ray and diagnostics lab (20)</li> <li>- Walk in clinic (10)</li> <li>- Locations and hours of finance office (8)</li> <li>- Find a bigger space for staff lounge (3)</li> <li>- More space for activities (3)</li> <li>- Improve way finding (3)</li> <li>- Security (3)</li> <li>- Create a spiritual site to increase site use (2)</li> </ul>	
Broadening our Reach	<ul style="list-style-type: none"> <li>- Create a brand that reaches outside of the PR property (7)</li> </ul>	<ul style="list-style-type: none"> <li>- Increase community based activities (10)</li> <li>- Management teams need to be more involved externally (7)</li> <li>- Reach tenants off campus, reducing the number of beds required on campus (6)</li> <li>- Become a leader in student training (2)</li> </ul>	
N/A	<ul style="list-style-type: none"> <li>- Cleanliness (11)</li> <li>- Volunteer services (6)</li> </ul>	<ul style="list-style-type: none"> <li>- Extended cafeteria hours, better and healthier food options (43)</li> <li>- Free Wi-Fi (30)</li> <li>- Create family health teams (13)</li> <li>- More donors without military links (2)</li> </ul>	



# Family and Friends Council

With the — so far — rather benign winter weather, we're anticipating increased attendance at our February and March meetings which will examine: in February, the important role of the Foundation on the financial health of the Centre and in March, the results of two surveys, one on family experiences and one on residents' quality of life. The Executive looks forward to welcoming you.

## February 18th

Perley and Rideau Veterans' Health Centre Foundation: its Role and Contributions to the lives of Perley Rideau residents. We're looking forward to Dan Clapin, BA Soc Com, ACFRE, Executive Director of the Foundation, joining us once again. In addition to describing the role of the Foundation, we'll learn about current funding priorities such as Priority Needs, major gifts and legacy giving and how the Foundation interfaces with the Perley and Rideau. A seasoned professional fundraiser with over 30 years' experience in all aspects of fundraising, donor cultivation and volunteer management, Mr Clapin will outline the art and science of acquiring the funding support which contributes so much to Perley Rideau's recreation programme and the acquisition of equipment for residents ranging from tubs to mattresses to bedside tables and more.

## March 17th

In Fall 2015 two major surveys were undertaken at Perley Rideau: a Family Experience Survey and a Resident Quality of Life Survey. Mary Boutette, BSc, MHA, Chief Operating Officer, our guest speaker this evening looks forward to describing the results of these surveys and discussing shared priorities with residents, families and team members. Of note, the 2015 survey was developed by Inter RAI, a collaborative network of researchers in over 30 countries, committed to improving healthcare for persons who are elderly, frail or disabled. The survey focuses on resident quality of life, rather than satisfaction. Using this tool will allow Perley Rideau to compare the quality of life for its residents with other long-term care homes in Canada, the United States and abroad. With over 14 years' experience in strategy development and execution, strategic human resources and performance improvement, Mary Boutette came to Perley Rideau from The Ottawa Hospital where amongst her responsibilities, she was Director of Service Excellence and Director of Quality and Patient Experience.

We couldn't have started our 2016 programming on a more positive note. In a complete change of venue, we entered the magical world of the Creative Arts Programme when our meeting took place in the Studio and thus we experienced the environment where residents artistic dreams are realized — be they woodworking, clay modelling, mosaics, silk screening or water colour painting. Ross Imrie described his time with the studio and how the Recreation and Creative Arts Service originated at the Perley Rideau Veterans Home. We saw many examples of works created by residents who have discovered their creative arts side. Augmenting studio time, are at least four arts shows a year, two by residents and two by others who may be staff, volunteers or outside artists. The obvious enthusiasm and commitment of Ross and Robyn to residents' experience in the Studio left no one in doubt as to their impact on residents' lives.



In presenting the Management Update, Chief Nursing Officer Linda Hunter, described the proposed Sub-Acute Care for the Frail Elderly [SAFE] unit. This proof-of-concept undertaking is designed to create a bridge for those who are in hospital care but not needing hospital and yet are not ready to go home. Designed for stays of less than 30 days stay, participants are likely to be those with medical conditions such as COPD or CHF, who require restorative care. Fruition of the project entails collaboration with the Ministry of Health and Long Term Care and the Champlain LHIN. Projected start up is Summer 2016.

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

Please help us keep in touch with you by email or phone by advising us of any changes to your Family and Friends Council contact information.

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

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

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

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

*For questions about the Council please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)*





## Special Edition: 15<sup>th</sup> Annual **Perley Rideau** **Night at the Races**

Thursday, May 5, 2016

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

Rideau Carleton Raceway and Slots

\$60 includes \$25 income tax receipt, live race program, \$2 betting voucher, \$10 slot token

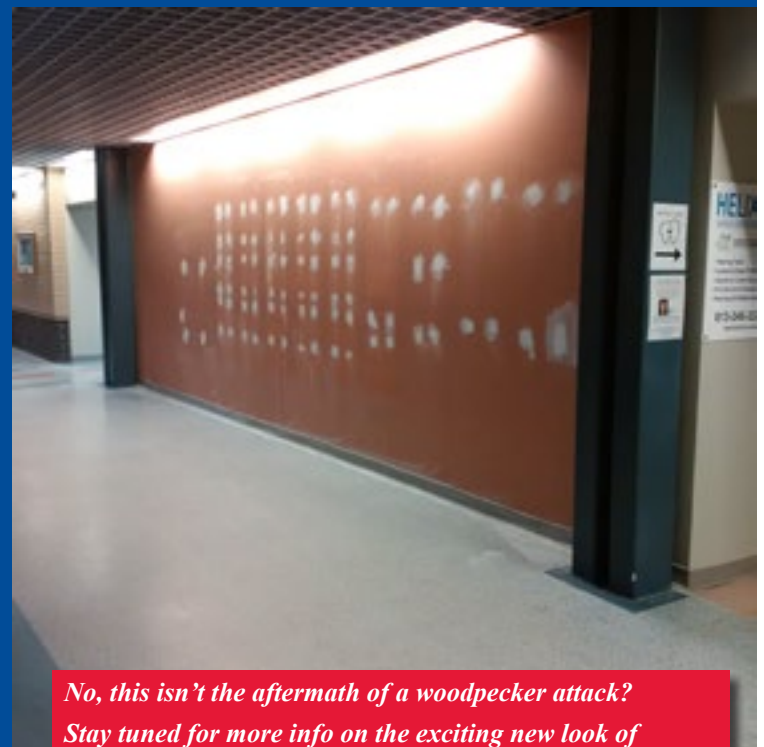
Silent auction and great raffle prizes to win!

**Staff Association Special Discount: \$30/ticket**

**Purchase your TICKET today at <http://2016nightattheraces.eventbrite.ca> or drop by the Foundation office. Deadline is Friday April 22 for tickets.**



*Thank you to the Royal Canadian Legion Branch 627 Greely for supporting again the Perley Rideau Foundation. Over the past 19 years, the branch raised over \$60K for veterans who call the Perley Rideau home. L to R: Arlene Preston, 1st Vice President, Linda Wyman, President, Daniel Clapin, Foundation Executive Director, Bruce Sherritt, Service Officer and Sergeant at Arms.*



*No, this isn't the aftermath of a woodpecker attack?*

*Stay tuned for more info on the exciting new look of this space on the first floor of Perley Rideau Centre; the Foundation will be broadcasting more in the days ahead.*



Every Step Helps Build  
Our Community

Register now and sign up for the  
Scotiabank Charity Challenge

May 28-29, 2016

## Join The Perley Rideau Running Team – Everyone Is Welcome

One of the great things about the format of the Scotiabank Charity Challenge in the Ottawa Race Weekend is that you choose which race you'd like to participate in, and fundraise from there. The 2k, 5k and 10k races will take place on Saturday May 28th, and the kids marathon, ½ marathon, and full marathon will take place on Sunday May 29th.

You can register for any of the races and all of the funds you raise will go directly to the Perley Rideau Foundation. For example, Dan Clapin will be running the 10k, and Sara McIlveen will be running the ½ marathon, but we're both members of the Perley Rideau team. Our focus is on fundraising and having fun as a team, so please don't worry about having to run a certain distance or at a certain pace- no matter what you do, you'll be helping raise funds for a new Lift!

Below are step-by-step instructions for registering for the Ottawa Race Weekend. Please don't hesitate to drop by the Foundation office if you have any questions!

How to register:

1. Click here to register – this will take you to the Ottawa Marathon website.
2. Choose your event
3. Fill bio fields
4. Under Scotia Charity Challenge click the “Create Personal Fundraising Web Page”
5. Choose the Perley Rideau Foundation as the charity
6. Continue filling out fields
7. Insert credit card information
8. You will receive a confirmation email confirming your registration from the Tamarack Ottawa Race Weekend
9. Create your fundraising page for the Perley Rideau Foundation here OR contact me to help get you started.  
**BE SURE TO CHOOSE TO PARTICIPATE AS AN INDIVIDUAL.**



Please don't hesitate to contact Sara McIlveen at 613-526-7173 or email her at [smcilveen@prvhc.com](mailto:smcilveen@prvhc.com) if you have any more questions.

# The Perley and Rideau Veterans' Health Centre Foundation

## Priority Needs for 2016

By renewing your support for 2016 today, you help the Foundation ensure that excellent resident care and services are always available for your family, friends and loved ones. This year, your generosity will allow us to carry on the tradition of excellence by providing for our veterans and residents in the following ways:



### PROGRAMS

- **RECREATION AND CREATIVE ARTS - \$135,000** will help us continue to provide residents with much-appreciated recreational activities, including arts and crafts, theatre, concerts, and music and dance therapy.
- **BURSARIES - \$10,000** to maintain the education and bursary fund. By investing in life-long learning for our staff, they will enhance their skills and stay at the forefront of care.
- **VOLUNTEER SERVICE - \$3,000** to fund our Summer Youth and other volunteer programs.

### EQUIPMENT

- **\$86,400** to replace 12 lifts (**12 @ \$7,200**), essential equipment used continuously throughout the day, to make everyday activity much easier.
- **\$12,500** to purchase five steam cleaners (**5 @ \$2,500**) to sanitize equipment, including wheelchairs and to maintain strong infection-controls.
- **\$330,000** to replace 20-year old dining-room furniture and flooring in 11 dining rooms, for a more functional and enhanced dining experience (**11 @ \$30,000**, breakdown: 10 adjustable height tables @ \$1,000, 40 chairs with arms @ \$250, blinds @ \$5,000, and flooring @ \$5,000).
- **\$25,000** to purchase ten tilt-recline wheelchairs, the ideal solution for reducing pressure and positioning, particularly important in palliative care (**10 Broda Chairs @ \$2,500**).
- **\$14,400** to purchase two specially designed mattresses to help prevent and heal pressure ulcers (**2 mattresses @ \$7,200**).
- **\$6,000** to purchase 12 mobile monitors used by Personal Support Workers to assess residents' vital signs (**12 @ \$500**).
- **\$900** to purchase a cordless dental-polishing system to enable effective cleaning of residents' teeth in their rooms. This is particularly important for residents with advanced dementia who are unable to receive care in the dental clinic.
- **\$5,000** to purchase a new Piezo ultrasonic dental-scaler. This equipment used by our hygienist is pace-maker compatible, uses less water, improves patient comfort, and reduces choking hazard.

### OUTDOOR IMPROVEMENTS

- **\$30,000** for furnishings, greenery and stone work to improve safety and revitalize the entrance way to the Veteran-occupied Rideau Home patio area. Once completed the new patio will provide a greatly enhanced outdoor experience adding to the well-being of veterans and their loved ones.

### OTHER PRIORITY NEEDS

- Project and equipment needs that arise during the year.

### URGENTLY NEEDED

- **\$600,000** for an updated Nurse Call System. Our current system is 20 years old and no longer in compliance with the Long-Term Care Homes Act. The cost is crippling, but the need is urgent and must be implemented in 2016. The new system will dramatically improve speed and efficiency in staff response to residents. For more information, please contact Daniel G. Clapin, ACFRE, Executive Director, at 613-526-7173.



**Perley Rideau**

The Perley and Rideau Veterans'  
Health Centre Foundation

# THE IMPACT OF YOUR GIVING IN 2015

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Your support is key to enhancing the care and enriching the lives of those who call the Perley Rideau home. Thank you!



## PROGRAMS

**\$81,390** for our very popular Recreation and Creative Arts Program.

**\$10,000** for the Education Bursary.

**\$3,000** for our Volunteer Summer Youth Program.

## EQUIPMENT

**\$83,000** to purchase Hi Lo beds to provide the safety of a lower bed, while offering the ability to adjust the height for transfers, entry and exit, and providing a safe and comfortable working height for staff (2 bariatric @ \$4,000, 30 regular at \$2,500).

**\$3,500** to purchase and install a new door alert alarm system, to enhance the security of residents at risk of roaming outside.

**\$42,000** to purchase six specially designed mattresses, to help prevent and healing of pressure ulcers.

**\$48,032** to replace and purchase seven new lifts, essential equipment used continuously throughout the day, to make everyday activity much easier.

**\$10,000** to purchase two tilt-recline wheelchairs, the ideal solution for positioning and for reducing pressure, particularly important in palliative care.

**\$6,000** to purchase six wheeled height-adjustable commodes used for safe toileting and showering.

**\$3,500** to purchase a commercial 3500-watt microwave for one of our dining rooms.

**\$8,000** for the purchase of 16 folding and portable wheelchairs to transport residents to medical appointments and to recreation programs.

**\$10,600** to purchase a fully adjustable, power-operated shower chair, particularly important for residents with mobility issues.

**\$22,000** to purchase a bladder scanner and stand, essential equipment given our age population.

**\$4,000** to create four new illusion-doors in two secure units in Gatineau 1 North and South.

**\$250** to purchase a new bedside table.

## OUTDOOR IMPROVEMENTS

**\$30,000** to repair the road surface on the south side of Perley Rideau, to allow seniors to safely enjoy the grounds.

**\$50,000** to upgrade two courtyards to make them safer and more attractive for our residents and their families.

**\$21,575** in gifts-in-kind and miscellaneous items including the renovation of the mini-putt area.

**In addition**, more than \$3M has been pledged and received for the \$5M *Building Choices, Enriching Lives* Capital Campaign for the Health Centre's Independent and Assisted Living housing initiative.

***Your kindness and generosity are sincerely appreciated by all the veterans and seniors in our care.***

If you would like to make a donation toward programs, equipment or in support of the *Building Choices, Enriching Lives* Capital Campaign, please call Daniel G. Clapin, ACFRE, Executive Director, at 613-526-7173 or drop by/mail the Foundation Office at 1750 Russell Road, Ottawa, ON K1G 5Z6, or online at [www.perleyrideau.ca](http://www.perleyrideau.ca). Our Charitable Registration Number is 12194 8038 RR 0001.

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*The Perley Rideau Choir Performs*

# January 19<sup>th</sup> Choir Performance

By Pegi Jenkins

The Perley Rideau choir 2016 Winter Concert was held Tuesday January 19 in the cafeteria with a full-house. This time the theme was Celtic music from Wales, Ireland, Scotland and the USA. The audience joined in for some of the singing such as Loch Lomond and My Wild Irish Rose. Ken Cooper did a lovely job dedicating his solo song, “When Irish eyes are smiling”, to his wife who was sitting in the audience. ....a few tears were shed. The concert was well-received by the audience who showed their appreciation in their exuberant applause and many comments afterwards. The choir enjoyed themselves and it was an afternoon well spent.

## Doris Jenkins – Resident Billiards

Resident Doris Jenkins sharpens her billiards skills in the Games Room on the second floor of the Perley Rideau Centre. From games of bid euchre to cribbage, shuffle board and walks throughout our Home, social events and activities are coordinated by Perley Rideau’s talented team of Recreation Therapists.



# Recreating a Memory in Peter's Pantry

By Rachel Dobson, Recreation Programmer

Peter Lambros, 93, moved into the Perley Rideau on November 18th 2015. He was immediately involved in the daily routine on his unit, making friends with his tablemates and joining every recreation program that sparked his interest. We were quick to notice what an outgoing man Peter is, and how much he enjoys the company of others.

Born in Montréal in 1922, his parents had moved over from Greece with two daughters. Peter's mother died before he was one so his father raised Peter and his two older sisters. When Peter was 19 he joined the Army, Blackwatch Montreal, and was transferred to west Nova Scotia. He went overseas, landing in France then travelled through Belgium, Holland, and into Germany. Peter saw the end of the war in Germany.

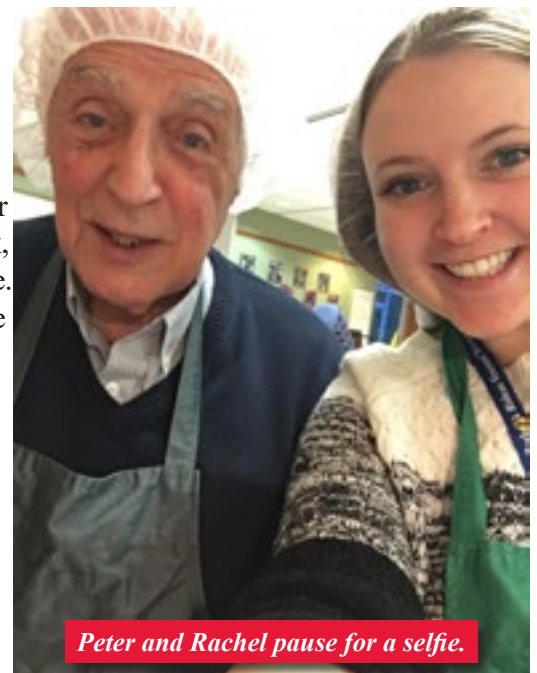


*Stef, Peter and Rachel work to recreate the magic of Peter's Pantry*

When Peter returned from the war, he married Beatrice in Montreal and together they had three boys; Nick, Frank, and Peter. During his life after the war Peter owned three restaurants. He opened Au Petit Cyne (the little white swan) on Main St in Hull, then Miss Lynwood in Bells Corners, and finally Peter's Pantry in 1965 located at 1394 Richmond Road, Ottawa. Peter's Pantry was open for 33 years, including when Peter retired and passed the restaurant over to his 3 sons. Many people in Ottawa will remember Peter's Pantry with reviews like "it was the best restaurant in the west end, the best Boston cream pie!" and "the food was excellent, best pizza and zucchini sticks in town." (Source: [peterspantry.foodpages.ca](http://peterspantry.foodpages.ca))

As you can imagine we were excited to get Peter back in the kitchen! Recreation Programmers Rachel Dobson and Stef Deschamps got to work on creating a Peter's Pantry Special meal on his unit in the Rideau Building. Working with Peter we created a menu out of his old cook book! He chose to make a homemade lasagna and Caesar Salad! On Friday January 15th, the big day was here! We invited a few residents from his building to join us for dinner as well as a lifelong friend of Peters, Claudette, joined us. We got right to work, chopping the veggies, sautéing the meat, and simmering the perfect meat sauce. Layering it between lasagna noodles, and lots of cheese, we could see the pride and focus in Peter's face paying attention to every detail in his food.

In total, there were 8 residents, staff, and friends gathered around the table ready to enjoy Peter's Pantry meal. A neighbouring resident of his gave a toast to the amazing meal Peter, Rachel, and Stef had created! The most rewarding part was the permanent smile Peter had on his face while everyone dug into their plates! He was very appreciative for the experience. Needless to say everyone licked their plates clean!! We are looking forward to cooking with Peter again!



*Peter and Rachel pause for a selfie.*

# THE ALZHEIMER SOCIETY

## – HERE TO HELP!

There are some 16,000 people in Ottawa and Renfrew County living with the effects of dementia. Yet the Alzheimer Society of Ottawa and Renfrew County serves just 20% of that number as clients. They want to change that.

The Alzheimer Society's "We're Here to Help" campaign is designed to inform the public about their practical and helpful services, available to anyone who needs them. Sue Dacey Fowler and her Mum Mary can testify to their value.

"When I first phoned the Alzheimer Society about six years ago, a staff person talked with me for 45 minutes," says Sue. "Three days later, I received a big package of helpful information."

"The staff at the Alzheimer Society took me under their wing," she continues. "Yes, they cared about Mum, but they cared about keeping me mentally healthy, so I could take care of her. They directed me to some great programs such as a learning series and support groups. Some of the programs they told me about were not organized by the Alzheimer Society, but I wouldn't have known about them if it hadn't been for them!"

Mary Fowler – Sue's 92-year-old Mum – had a life of trailblazing accomplishments. She was the first woman to graduate in mechanical engineering from McGill University in 1946; and the first female engineer in the R.C.A.F.

"I didn't think it was strange being an engineer. You have what's in your brain. You know what you can do," says Mary. "So I just ignored people who thought I was strange."

Mary easily shares information about her education and professional background, but has difficulty remembering recent events, like attending a dementia day program earlier the same day.

For Sue, certain incidents triggered that something was wrong. Minor car accidents. Mix-ups with medication. Cheques that bounced. Mary would activate the house alarm without being able to turn it off – strange behaviour for an engineer!

That's when Sue contacted the Alzheimer Society. She has never regretted it. "If you're worried about yourself or someone you know, contact them," she says. "Phone. Email. Drop in. You'll get your questions answered, lots of support, and access to helpful programs."

Dementia can be a long, emotional journey. The Alzheimer Society is here to help people to navigate the system to get the community support and services they need. Visit [www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa). Call 613-523-4004. Or just drop in!

For more information, contact:

Alzheimer Society of Ottawa and Renfrew County

[www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa)

613-523-4004



Watch "We're Here to Help" PSA:  
<https://youtu.be/93vP2BpnoJk>



# Alzheimer Research

If you didn't catch the January 17th radio interview that Dr. Andrew Frank, Medical Director of Bruyere Memory Program, helped the Alzheimer Society with on Rabbi Bulka's CFRA radio program, here is the link to it:

<http://devel.autopod.ca/chum/37/podcasts/>

(starting at time frame 10:10, January 17, 2016).



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

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

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



## A Positive Approach to Dementia Care

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

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



Save the Date!

May 7, 2016  
Tunney's Pasture

## Walk for Alzheimer's

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

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



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

## A Reminder to Salt:

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

On January 30th, join Perley Rideau’s own Judy Woodstock and the Gospel Matters Band for “A Country Gospel Gathering” at the Church of the Resurrection (613-733-8185).

From 7-9 pm, this evening of music and community will help raise funds to support a Syrian family that is new to Canada.

Organized by the Refugee Outreach Working Group, a partnership between St. Thomas the Apostle and Church of the Resurrection Anglican Churches, tickets are \$15.



## Paypool Winners - \$100 each

### December 31, 2015

- Christi Dudiak: Support Services
- Mi Jung Yoon: Nursing Casual

### January 14, 2016

- Amanda Gauthier : Ottawa 1 East
- Aston Westcarth: Rideau 2 South

**Next draw January 28th, 2016**

## Vol. 19-01

### Newsletter credits

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public. Photo credits to Andréa Fabricius, Rachel Dobson, Linda Hunter, Vonnice Kline and Jessica Lee.

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

For questions, concerns or to share story ideas, please contact Jay Innes at [jinnes@prvhc.com](mailto:jinnes@prvhc.com).



Perley Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans’ Health Centre  
/ Foundation