

Between Us... *Briefly*



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

The Chief Nursing Officer Responds

From CMI to staffing levels and
engagement, Linda Hunter answers
Town Hall questions, *page 8*

Also

Farewell Barbara
Brown, *page 3*

Family and Friends
Council, *page 5*

Mardi Gras
celebration, *page 10*

National Volunteer
Week is coming, *page 14*

The 10th Anniversary
of the Perley Rideau
Choir, *page 16*



Welcome Back, Samantha!

Announcements



Please welcome back Samantha Hallgren as the newly-appointed Psychogeriatric Resource Nurse for the Veterans at the Perley and Rideau Veterans' Health Centre!

Many of you will know Samantha from her time as Psychogeriatric Resource Nurse at Perley Rideau before a family move in 2012 took her up the Ottawa Valley where she served as the Coordinator of RAI-MDS and Staff Development at Marianhill Inc.

At Marianhill, Samantha helped to bridge the administrative demands and training needs of staff. Responsible for the coordination and completion of Resident Assessments, tracking forms and Care Plans, Samantha generated RAI-MDS reports and facilitated their use in the clinical and operational decision-making processes. As part of her responsibilities, she led staff training in a variety of areas including responsive

behaviour strategies, effective care planning and wound management. A Registered Nurse with more than 17 years' experience, Samantha is always updating her skills. In 2012 she became a Certified Coach in Gentle Persuasive Approaches in Dementia Care and she followed that achievement with a Gerontological Nursing Certification from the Canadian Nurses Association in 2014.

During her previous time at Perley Rideau, Samantha provided consultation, teaching and support to staff to address dementia and responsive behaviours while interacting with families. Dedicated to the Veteran units, she consulted with the inter-disciplinary teams and supported the review and development of policies and procedures for many of these residents.

Samantha has an innate understanding of the Perley Rideau but she will be re-acquainting herself with staff, residents, volunteers, policies and procedures. We ask that you welcome Samantha back to Perley Rideau and support her in every way.



Congratulations to Daniel Clapin, Foundation Executive Director! He is one of the finalists for the Business Leader of the Year, Community Sector (NPO) award. The recipient will be announced at the Regroupement des gens d'affaires de la Capitale nationale (RGA) gala on April 25th. L to R : Charles Lemieux, Foundation Chair, Daniel Clapin, Foundation Executive Director, Delphine Haslé, Foundation Development Officer.



Thank you, Barbara Brown

Our horticultural therapist, Barbara Brown, retired in March.

Since she has made such an enormous contribution to the green life at the Perley Rideau, bringing nature to the residents both inside and out, the Recreation & Creative Arts Services team gathered support from the Perley Rideau community and purchased an oak tree to plant in her honour on the Perley Rideau premises.

A plaque will commemorate her many contributions and all the lives she touched during her 26 years.

A Message from Barbara

Dear Friends - be you resident, family member, volunteer or staff - thank you so very much for the wonderful send off. It was truly a bittersweet moment to say farewell after 26 years at the Perley Rideau. I will cherish the many, many memories of working with our veterans and all of you over the years. You have taught me so much about what it is to live well and die well.

I was very fortunate to have the job I did but even more blessed that the position evolved as I did. A note of thanks to Veterans Affairs for the ongoing funding to support a rich program of life enhancing activities. As well I am very thankful for the support from the Perley Rideau for further education and study that allowed me to evolve from

Creative Arts Instructor to registered Horticultural Therapist and certified Labyrinth Facilitator. The education I received was put into practice allowing me to work more deeply with our residents and enhance the facility and my life immeasurably.

Observing and befriending many people over the years I have learned that to engage with others is what we are meant to do, even when it's difficult and we are not inclined. It is our connections with others that enrich our lives and give it meaning.

The other thing I discovered was that life is full of ordinary miracles and I took great pleasure in pointing them out. "Look, your Amaryllis bloomed and is positively gorgeous - just like you and here is the proof in a beautiful photograph." There were not too

many old veterans who were immune to the magic and simple beauty of a flower. Beauty-making and growing plants became the touchstones of my methods and it wasn't only the residents who were healed along the way but myself as well.

My 26 years at the Perley Rideau have been an incredibly rich time and I am deeply grateful for all those I had the opportunity to know and work with along the way.

Thank you all for the gift of a tree to be planted on the Perley Rideau campus. There could not have been a better parting gift! I'll be back in the spring to help plant it.

Thank you. With much gratitude,

Barbara Brown
(Retired)

Thanks to Everyone For Your Amazing Resident—and Family—Focused Care!

To the Staff at PRVHC,
Please accept my most grateful appreciation to all those who provided their support to me after my husband passed away.
For the cards, flowers, attending his funeral/wake and donating to the Cancer Centre.

All of this has touched me and my family.
I would especially want to recognize the staff of R2S. I am blessed to work with you knowing I have your support always.
Your kindness will not be forgotten,

Mary Mueller, RN, R2S

As a volunteer, I hope I enrich the lives of the Perley Residents. However, that is nothing compared to how much they have enriched mine!!!

Thank you Perley Rideau for this opportunity.

Rosie C., Volunteer

Dear Staff of Ottawa 2 East,

In January of last year my dad, Howard E. Campbell, entered the Perley Rideau. Commissionaire Gary and Volunteers Christine and Laurel met us at the front door and helped us with the move. Shelley guided us through the various steps and allowed us to get settled in this new environment. We were grateful for the cheerful help and attention, as this transition was a very big change.

It was reassuring to know that my dad had well trained individuals who cared about him there around the clock. This made the move from living at home to the support offered by the Perley Rideau easier for all of the family. During the course of his stay Howard was involved with the exercise group, sing-alongs, ice cream Wednesdays and beer in the pub downstairs - which he really enjoyed.

Debbie, Lore, Lorrie and Tatiana were always helpful and listened actively to what was requested, as well as what was not, approaching each situation in a caring and compassionate way. Andre and Candida were also doing their best to brighten the moments for my dad, as well as for his visitors. All of you made by dad's time at the Perley Rideau as pleasant as possible. While I have named many who provided special care, there were numerous others who deserve the same level of thanks, but whom I did not get to know as well because of your shift schedules. Thank you!

A tremendous effort was made to make my father comfortable during his last days. We are very grateful for the superior level of care provided and for the consideration shown our family. I was extremely touched by the escort provided to the elevator by the staff as the gurney carrying my dad was wheeled out. It was one of many kind gestures.

Thank you all very much for the excellent care provided during my dad's stay at the Perley Rideau. It meant a lot and provided a great deal of comfort to him and to our family.

Yours in appreciation,
Howard W. Campbell



March 19th we had a golden opportunity to learn more about the comprehensiveness of Perley Rideau's Recreation Programme and the role it plays in the quality of life residents enjoy. This evening, we welcomed two of its well-known, creative and dynamic members Recreation Therapists Cassy Hopkins and Robyn Oraziotti, BA [Therapeutic Recreation] who described how Recreation Therapy is integrated with residents' lives from admission through to incorporating the five domains of health: physical, emotional, cognitive, spiritual and social. They addressed the ways in which programmes are designed to meet all these needs as well and how they create and execute event planning.

Food, glorious food... Can you imagine a day without it? But, can you envisage cooking three meals a day, 365 days of the year, for 450 guests who have a wide variety of complex medical conditions requiring specialized meal planning — on a very tight budget? Well, that's how it is at Perley Rideau. April 16th will be your opportunity to hear

Registered Dietitian Permjit Sandhu describe the role of Clinical Nutrition Services at Perley Rideau and Director of Support Services Lori Stuckless will cover the Operational side of Food and Nutrition. Please join us for an insight into the difference between cooking for two and meal planning for 450 in a long term care setting.

Those who couldn't attend February's meeting due to widespread outbreaks, missed a fascinating presentation by Chief Nursing Officer Linda Hunter, RN, MScN, PhD[IP]. Entitled The Perley Model of Care, she described Lean and how it is being implemented at Perley Rideau. This very informative, illustrated presentation described the roles and expectations for different care workers and future behaviours specific to care giving along with the benefits to residents. Participants came away with a significantly increased understanding for the future of "who does what and when" when it comes to how staff cares for our residents.

Future meeting dates and topics are:

21st May: Music Therapy

3rd June: Family Councils' Network Seminar:

"Let's Talk about Pain Management and Chronic Care".

Presenters include Dr. Jose Pereira, Professor and Head of Palliative Care at the University of Ottawa and Medical Chief, Palliative Care programmes at Bruyère Continuing Care and The Ottawa Hospital with Perley Rideau physician Dr. Cuong Ngo-Minh. Stay tuned for further details.

18th June: A Day in the Life of a PSW – Watch this space for additional information.

July: Please join us for our very first Family and Friends Council Social Pub Night — and to learn about the Pub operation and the many volunteers who contribute to a spot where residents can gather to chat and reminiscence. Please watch for news confirming the date.

The Mission of the Family and Friends Council:

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

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

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



A regular feature acknowledging outstanding work by Perley Rideau staff

Submission Author: Samantha Hallgren, Psychogeriatric Resource Nurse

I am writing to share the story of two amazing teams from Gatineau 1 South and Gatineau 2 South and the incredible staff support from the wider Perley Rideau community.

It was Friday, March 6th, when two different and potentially stressful situations arose and were handled with calm and poise by coordinated teams. One situation would have been challenging but two, well, that's a whole different kind of test.

On one unit, a resident was exhibiting a responsive behaviour. The staff on the unit responded in a quick manner to ensure the safety of the resident and staff. The RN on the unit, Margaret Nesbitt, alerted me to the serious situation and a plan was put in place immediately. Darlene Yue, PSW, provided support by applying Gentle Persuasive Approach (GPA) training for the individual. Ursula Lamoureux, Manager of Resident Care, was effective in organizing the team and supporting staff decisions on the unit. Dr. Hamilton was proactive in her assessment and the actions of the entire team were amazing, from Gloria, our Nursing Unit Clerk, to the Kelly Hum, RPN, and all the PSWs on the unit.

At the same time, on a nearby unit staff prepared for the arrival of a new resident who was reluctant to make the move and had isolated herself in her home. Initiated by Dianna Latulippe, Perley Rideau's Admissions Coordinator, the smooth transition began a week prior to the transfer when she worked with the individual's family to guide them through the transfer and admissions process. Considering the changes that would be experienced

by moving someone who had isolated herself for long periods, staff prepared to receive an individual who was in a distressed state. Again, I was amazed by the preparation and hard work of staff planning for the arrival. To ease the transition, Darlene Yue, PSW, prepared by reading the individual's chart prior to arrival so that she could personally welcome and sit with the new resident. Ursula Lamoureux, Manager of Resident Care, again showed such great leadership in getting the unit organized for the evening and additional staff members were assigned to ensure a safe transition. Kim Mayo, RN, prepared and stayed late to provide help to the RPNs and PSWs who assisted in the admission and Stanislav Gusarenko, PSW, provided incredible individual care. Dr. Graham was involved and very supportive during the reception while Darlene Yue supported the staff and the resident through her application of the GPA.

The impact of Perley Rideau staff was immediately evident. On this new residents' first day, she enjoyed lunch in the dining room. Standing outside the dining room, this individual's daughter cried when she saw her mother engaged and socializing again.

What great team work from these two units. My high regard for these individuals and their exemplary actions echo the positive comments from Brenda Sumners Cotton, RN. It is my sincere pleasure to be working with these teams again.

*Samantha Hallgren,
Psychogeriatric Resource Nurse*

Nursing Graduate Guarantee Program

Perley and Rideau Veterans' Health Centre is pleased to participate in the Ontario Ministry of Health and Long-Term Care's Nursing Graduate Guarantee program. The Guarantee provides nurses, both RN and RPN's who graduate in Ontario from recognized College and University nursing programs, a guaranteed full-time nursing job for up to six months in an extended clinical orientation period. The experience leads to the prospect of applying for permanent positions at Perley Rideau.

The Perley Rideau Veterans' Health Centre offers clinical and educational activities that facilitate professional

development and personal growth for the new nurse graduate. The educationally rich and emotionally supportive environment allows nurses to integrate theory with the skills needed to deliver resident centred care.

We highly encourage current employees who are enrolled in RN or RPN programs to discuss this opportunity with their managers and apply. We also invite applications from qualified candidates that have a keen interest in building a career in seniors' health. For information on searching for and applying for jobs, visit the HealthForceOntario Portal.



Only 2 Units Remain

After successful installation in 10 units of Perley Rideau, only two units remain to receive Point of Care, the electronic documentation system that records many of the frontline care tasks for each resident.

On March 25 and 26, Rideau 2 North and 2 South will launch Point of Care.

This movement away from paper records permits the recording and safe sharing of resident health information with the health care team. POC has been shown to improve care planning and outcomes for our residents.

Thanks to all staff for helping to improve the method of gathering resident information so that Perley Rideau staff can address the specific care needs for each resident.



Point of Care Launch: Kerry Tubman, Manager of Resident Care for the Gatineau Building, is joined by Huria Ahmed, Stella Knapoyzk, Tracey Gooden, Erika Owens and Melanie McCully, RAI Coordinator.

Point of Care is Coming

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

The Rideau Building:

- Rideau 2 South and 2 North: **March 25 and 26**



Congrats: Barbara Wilson, PSW Supervisor, thanks the team.



Cutting the Cake: Samantha Diceman, Manager of Resident Care for the Rideau Building, is joined by Marlene Villalba.



Say Cheese (left to right): Esther Peprah, Paulette Pryce, Lawrence Williams, Lorraine Josephs, Amanda Gauthier, Barb Wilson, Evangeline Agamos-Viegas, Cornelia Seguin and Donald Humphries.



All Smiles (left to right): Janet Farmer, Cefie Remy, Avonelle Lewis, Page Smith, Heather Paquette, Colleen Barbier, PSW Supervisor, Samantha Diceman, Manager of Resident Care, and Rene Escobar.



Ottawa 2 West (left to right): Tinola Agboh, Ursula Lamoureux, Manager of Resident Care, Neda Golfam, Ovilla Lindawan, Gene Manojs, Alicia Camhit, and Melanie McCully, RAI Coordinator



Linda Hunter RN, MScN, PhD (IP) is a registered nurse with a Master's degree. She is currently completing her PhD in the Faculty of Health Sciences, School of Nursing, at the University of Ottawa. An executive health care leader with 30 years' experience, Linda is a member of the Queensway Carleton Hospital's Board of Directors and, prior to joining Perley Rideau, she was the Director of Quality and Patient Safety at The Ottawa Hospital.

Part II: Perley Rideau Management Responds to Town Hall Feedback

As a follow up to the CEO Town Hall of January 15-16, Perley Rideau management pledged a full and complete response to questions and comments from staff.

Mary Boutette, the Chief Operating Officer of the Perley and Rideau Veterans' Health Centre, responded in February's Q & A segment by addressing many of the topics mentioned by staff during the six meetings and in written feedback. To complete the series, Linda Hunter, Chief Nursing Officer, answers your questions, responds to comments and fields follow-up questions from the newsletter editor.

If at any time readers want to comment or follow up with questions of their own, please contact Jay Innes, Director of Communications (jinnes@prvhc.com). You will be heard and receive a timely response.

The Chief Nursing Officer Responds to Questions and Comments

Definition of CMI (Case Mix Index): CMI is an index -- or rating system -- that assigns a number to each resident to derive a single number for each Long-Term Care Facility in Ontario. Simplified, that number reflects the care level of each resident combined with the resources required to care for that individual. From a pool of provincial funding, the Long-Term Care homes in the province receive a considerable amount of funding each year, but those funding levels can fluctuate annually, for various reasons. The CMI funding levels received by Perley Rideau dropped in 2015.

Question: If the CMI at Perley Rideau is going down and the CMI is linked to the collection of detailed information by frontline staff, will the CMI drop if there are nursing cuts?

Linda Hunter: It's unfortunate that the CMI went down this past year. However, I don't know that nursing cuts play so much into it. With our electronic solutions using Point of Care (POC), we're actually seeing improved documentation and improved documentation is what drives the capture of data to determine the Case Mix Index. The capture of good, reliable data will allow our CMI to be appropriate to the care

and services that we offer our residents. I expect that we will see our CMI rise slightly – hopefully – in the next year. With the electronic charting that's allowing us to document appropriately, it really is time saving for all staff, PSWs, RPNs and RNs.

Q: On the Community Care side of Perley Rideau – not the Veterans' side – there's a perception that staffing levels are strained and that staffing changes will have an impact on the level of care. How would you respond?

Linda: I would hazard a guess that our residents and their family

members feel that our quality of care is fairly high. I think there is great satisfaction with the delivery of care. I think the struggle is in the workload – or perceived workload – of our registered staff and our non-registered staff. And I think we're able to maintain a high quality of care and delivery of services to our residents at Perley Rideau. However, we'll be looking at innovative ways in which we can work better together. I think by defining the scope of practice for each role and by improving role clarity for Registered Nurses, RPNs and PSWs, we'll be able to be as efficient as we can and make sure that the proper staff member is delivering the proper type of care.





Everyone pitches in during a session on expectations

Looking at the shifts on days, evenings and nights, we need to ask, what are the realistic tasks that have to be done per assignment for all residents? Who does those tasks? How do we ensure that we're working collaboratively, together so that the tasks get done on each 8-hour shift?

That's something that we're seeking input on from our frontline staff. We're seeking creative and innovative solutions on how we can best support staff to get the work done and ensure that our residents are provided with a high quality of care.

Q: What's being done to get staff feedback?

Linda: We recently held 10 focus groups for Registered Nurses, Registered Practical Nurses and Patient Support Workers. They were asked to define their job expectations when working each of the three shifts. Then they were then asked to write down what each believed were the expectations from management during those shifts. After that, staff compared their responses. Everyone was asked, what does this really mean? This allowed them to begin articulating behaviours to match expectations.

I think getting the input from frontline staff on what we do and how do we do it will allow us to see where there is overlap or where there are fuzzy lines meaning roles aren't as clear as they could be. This will help us to clear up those roles and create standardization across the organization so that we can better meet the needs of our residents.

Q: Can you provide a specific example from the focus group work?

Linda: Yes, some of the RNs and RPNs through the focus groups found that there was overlap in what both groups were doing. They certainly saw that there

could be more efficiency and clarity around who does what. Other aspects that came forward included allowing people to use their full scope of practice, so that they are allowed to do what they are trained to do. One example of that would be PSWs taking vital signs on residents.

Throughout the discussions it also became clear that in some units things are done differently. I think we can work towards standardization of processes and practice. And standardization would be based on best-practice guidelines. And best practice guidelines would allow us to offer the highest quality proven care in many areas that we're intently focusing on this year. Those areas include skin and wound care, pressure ulcers, decreasing falls, and dealing with responsive behaviours. I want to stress that clearly in the focus groups all of the staff indicated what they want to provide resident centred care, resident and family centred care. That is really the foundational underpinning of our next steps forward.

Q: Is there a plan to involve staff in more of these decisions? There was even a request to form a staff committee to provide support and good ideas.

Linda: I think that is an excellent idea. I'm thrilled to hear that there was a request to form a committee, or a working group, to work with staff throughout the year. I fully support that idea. I think it would be great to have a committee made up of a diverse group of workers including clinical and non-clinical staff as well as support staff. The group could be a source of idea generation, innovation and creative thoughts to help us in our goal to use our resources and our money to the deliver care in the best possible way.

This marks the completion of the responses to the January Town Hall. The next Town Hall will launch a conversation on veteran transition and the vision for the Perley Rideau Village. The dates of the next Town Hall will be announced soon.



Defining work roles during a recent working group



Celebrating Mardi Gras, March 11th

What a wonderful evening!

It is amazing what we can accomplish when we all come together for our residents. To pull off an event like this it takes a village, and I would like to thank the Perley Village for all their hard work and dedication.

Thank you to all of the food and nutrition staff and support services team. You have outdone yourselves again. Robin, the residents are raving about your chicken yet again!

Thank you to all of the members of the management team for coming and helping out, we truly could not do this without you. It is wonderful having such a supportive and involved team.

Thank you to all the nursing and PSW staff that assisted residents in getting ready and to the cafeteria on time. Thanks to those that helped with the meal. With a facility as big as ours, we appreciate all the extra help. It was great to see many of our volunteers here tonight as well.

Lastly, I would like to thank our amazing recreation and creative arts team. You have done it again, this time changing the cafeteria to the streets of New Orleans. The decorations were amazing! I have heard so many wonderful comments about what a great job you all did. We are lucky to have such an amazingly talented group of people here at Perley Rideau

On behalf of all our residents, thank you to our Perley Village for an amazing night!

*Robyn Oraziatti
Recreation Therapist*





Dr. Chris Simpson, President of the Canadian Medical Association, met with members of the Perley Rideau management team during a recent visit to discuss the CMA Seniors Strategy and the Perley Rideau vision. Pictured from left to right are Dr. Chris Simpson, President of the CMA, Mary Boutette, Chief Operating Officer, Linda Hunter, Chief Nursing Officer, Akos Hoffer, Chief Executive Officer.



The Perley Rideau Community was honoured to have the Archbishop of Ottawa, Terrence Prendergast (centre) preside over Sunday Mass in Lupton Hall. Gracious hosts included Father Paul Tennyson (left) and Daniel Clapin, the Executive Director of The Perley and Rideau Veterans' Health Centre Foundation (right).



Representatives from the Embassy of the Kingdom of the Netherlands paid an emotional visit to the Perley Rideau recently to plan a special concert in honour of the 70th anniversary of the Liberation of the Netherlands.

Tenant Robert Hanley recalled memories from the Liberation with Lieutenant-Colonel Christa Oppers-Beumer, Defence Attaché, and members of The Royal Netherlands Air Force Band.

Following a tour of Perley Rideau, planning began for the free May 26th concert featuring a 45-piece orchestra that will perform original compositions to celebrate the occasion.

Watch this space for more information.

THANK YOU FOR JOINING THE CONVERSATION.

CEO Town Hall

Akos Hoffer, CEO of the Perley and Rideau Veterans' Health Centre, discusses the year ahead and addresses concerns and comments during two recent Town Hall meetings.

By The Numbers - CEO Town Hall: CEO Town Hall with Apartment tenants, February 24th

30% Percentage of tenants attending the two sessions

46% Percentage providing survey results

5 Number of survey questions seeking feedback on the Town Hall. 5 is the most favourable and 0 is the least favourable.

62% Number of survey answers earning a top-ranked 5

4.7 Average score for "overall rating for session", the highest average

4.35 Lowest average score out of 5, rating whether there was "sufficient time for questions and feedback"



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Celebrate National Volunteer Week

April 12 – 18, 2015

Nomination deadline - March 25 for:

- Volunteer of the Year
- Team Award
- Advocacy Award

Forms available in Volunteer Services.

Volunteers

*Our Greatest
Natural Resource*



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

April 12 -18, 2015

“Volunteers: Our Greatest Natural Resource” is the theme chosen this year to help us celebrate the tremendous contribution our volunteers make throughout the year at the Perley Rideau. Our official Volunteer Recognition Celebration will be on Thursday, April 16th from 3:30 p.m. to 5:30 p.m. in Lupton Hall.

How can you nominate a volunteer for special recognition?

Any resident, family member, staff or volunteer can nominate a volunteer for special recognition in the categories of:

- Volunteer of the Year;
- Advocacy Award; or
- Volunteer Team Award

Please complete the inserted Nomination Form and return it to Volunteer Services (First Floor At #1300) or by email to rstoparczyk@prvhc.com. Additional nomination forms are available in Volunteer Services.

Nominations will be accepted until end of day **WEDNESDAY, MARCH 25**. A Selection Committee will review all nominations.



14th Annual **Perley Rideau** Night at the Races

Thursday, May 7, 2015

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

Rideau Carleton Raceway and Slots
4837 Albion Road

\$60 includes \$25 income tax receipt, live race program, \$2 betting voucher, \$10 slot token
\$30 Staff Association Members and 1 guest only
Silent auction and great raffle prizes to win!

Purchase your TICKET today at the Foundation Office or phone 613-526-7173. Deadline is Friday April 24 for tickets.

Paddington and his Special Friends

Recognizable in his red scarf, Paddington is part of the Pet Therapy Program at Perley Rideau

By Helen Teeple, Perley Rideau Volunteer

For almost three years, Paddington, a big, woolly, red dog, has been volunteering at the Perley and Rideau Veterans' Health Centre. On Thursday and Friday mornings, Paddington dons his red Ottawa Therapy Dog (OTD) scarf and strolls about the Ottawa and Rideau Units greeting staff and spending time with residents in their rooms. Most weeks Paddington visits with about 75 residents. For Paddington, what's not to love about this assignment? He hears time and again how handsome he is and receives undivided attention from his special friends.

The Perley Rideau is home to many people who have enjoyed dogs throughout their lives - a man who bred chocolate labs, another who raised champion rottweilers, a gentleman who wrote a book about his much loved dog, and others who treasured their shih tzu, border collies, poodles, and at least one weimaraner. While patting Paddington, they reminisce and share stories about times spent with special dogs they have known throughout the years. People always seem to be happy when they are remembering and talking about their dogs.



Helen Baxter (left) welcomes Paddington and Helen Teeple, Paddington's owner and handler, during a recent visit at Perley Rideau.

Paddington became an Ottawa Therapy Dog seven years ago when he was two years old. To qualify, he needed to pass a difficult exam assessing both temperament and obedience. After that, there were veterinarian checks and training, both for him and for me as his handler. Each year, assessments are done and health checks are up-dated before renewal of Paddington's OTD qualification. Only qualified therapy dogs are allowed to visit non-family members at the Perley Rideau.

We began volunteering at the Perley Rideau when a member of our family was a resident. We could see how "dog friendly" and welcoming the environment was. When volunteering with a dog, there are several details that help and are appreciated: the availability of staff to answer questions; clear working procedures; clean and safe surroundings, and other little things like the dog drinking bowl that someone thoughtfully placed in the volunteer lounge.

When Paddington arrives for his visits, we are always greeted by smiles from residents, families, and staff. What a great start to a day! We often hear residents calling out to their friends, "Paddington is here!" and they frequently tell us that a friend a few doors away would really like a visit. A few weeks ago, a new resident was sitting in her room looking at a picture of Paddington when we arrived to see her. She looked up and said, "I was hoping you would come today." Sometimes Paddington lies with his head on a resident's feet or other times he may crawl up on a bed for a nap with a special friend. He always remembers each person who pats him, how to find his way to their rooms, and -- if he may be allowed -- to get up on a particular bed.

The health and psychological benefits of spending time with dogs have been well documented. Volunteering with a therapy dog is gratifying because dogs really do bring out the best in everyone. Every week we spend time with people who share their love of dogs and animals - a great experience for Paddington and for me too.

FYI: Ottawa Therapy Dogs is a registered charity. For more information visit www.ottawatherapydogs.ca



On Thursdays and Fridays Paddington dons his red Ottawa Therapy Dog (OTD) scarf and visits with residents and staff on the Ottawa and Rideau Units.



Know it by Heart

Celebrating the evolution of the Perley Rideau Choir on its 10th Anniversary

By Jay Innes, Director of Communications

It's not the words that bring back the memories and emotions; it's the voices and music that make it so remarkable.

On the day before his 91st birthday, veteran resident Gilbert (Gib) McElroy lists the many reasons why he joined the Perley Rideau choir. Sure, there's the appeal of being in an inclusive club that meets every Tuesday and performs for audiences a couple of times each year, but he's engrossed in the memories that are triggered when the choir members sing.

A graduate of Ottawa's Lisgar Collegiate, Gib served as tail gunner in World War II and was shot down on a bombing raid. On the run for days, Gib was eventually captured by the Germans and imprisoned in a massive prison camp.

"After lights out, one Canadian fella would sit in the hallway, play his accordion and sing some of the popular songs," says Gib as he pauses to try and recall the song titles.

"Everybody listened to him and everybody went to sleep crying because they were homesick."

Although specific song titles don't come to mind, Gib says he enjoys the choir as a regular activity and for the memories it stirs. He looks forward to Tuesday rehearsals that give him a "light-hearted feeling". The song sheets help remind him of the lyrics to the old War standards and introduce him to new songs like Rainbow Connection, made famous by Kermit the Frog.



Music was important in Gib's childhood home on James Street, feeding those good memories and positive feelings. He recalls the Sundays when his brother and sister, both gifted singers, would gather around the piano to entertain the family. When six-year-old Gib walked into the room to join in, inevitably somebody would yell for mother to "call Gilbert into the kitchen!"

"I've been with the choir for over a year. I like the people there," he proudly proclaims.

"But I still don't think I'm any good as a singer!"

McElroy chuckles and returns another smile, a charismatic combination that must have helped him to earn the master salesman ring that signifies his post-war success as an automotive salesman.

Applause

"No side effects, just dedication and fun. It's good for the heart and lungs as well as the head. I think music is the greatest medicine!"

Akos Hoffer, CEO, The Perley and Rideau Veterans' Health Centre

I would like to say a big congratulations to Pegi and all the members of the Perley Rideau Choir. They have all worked very hard leading up to the 10th anniversary concert and all that hard work paid off. Thank you for a wonderful afternoon, everyone thoroughly enjoyed themselves.

**Robyn Oraziotti,
Recreation Therapist**



Gib McElroy attends a Tuesday choir rehearsal

The Choir's Roots

Marking the 10th anniversary of the Perley Rideau Choir and coming off a successful Celebration concert, Pegi Jenkins laughs when she's asked about the choir's early days. If two people had been singing from the same hymn book, the current version of the choir would never have existed. Supervisor Dannie Horne wanted to create a staff choir but a brief discussion merely added another item to a very long To-Do list in the days as Pegi was adjusting as she returned from a maternity leave. Pegi misunderstood the Supervisor's directive and called for the creation of a resident choir. With the first rehearsal set for 1:30 on Friday -- not an ideal time for working staff -- no one raised a concern about the set day or time. Ten residents showed up for the first day and there was no turning back. For Pegi, it was obvious that she would combine her music training, choral experience and passion for Perley Rideau by creating a choir for residents, "I'm here for the residents," she emphasizes, pointing out that the program is now called "Choir Rehearsal" and draws more than 35 singers each week including residents, volunteers, family and apartment tenants.

The music program at Perley Rideau was launched with the hiring of Pegi and Gertrude Letourneau in Nov. 2000. As the program evolved Kathleen Johnson joined the team as the first music therapist. Today the music team

consists of two musicians and three music therapists including Antonia Pogit and Patricia Deek. Now there are six volunteers and one staff member who support the Choir Rehearsal program by helping to ensure that residents get to the rehearsals. The volunteers also lend their strong voices to support the choir.

"It's great to have the volunteer support, they sort of act like ringers, which is great because it helps the overall sound and it makes the residents feel like they are a more powerful group when singing all together."

With a standard routine for each rehearsal, Pegi sees the benefits to physical and mental health exercise for all who attend choir. At the beginning of each gathering, there are standard exercises involving stretching and breathing as well as vocal warm ups that help with cognition.

"I look around and I see what these guys are able to do and it blows me away," she says, a witness to choir members who overcome all types of challenges.

"You may not even be able to speak well anymore but you can sing! You can do this and you can follow what I am doing and that's excellent."

In recent years Pegi has seen more spouses join the choir, finding that the gathering and the singing can be uplifting, sometimes even helping to renew bonds that may have been strained by illness, dementia or distance.

"A lot of wives have joined us because they may not know how to communicate with their spouse anymore, especially with dementia, so it's nice to know they can do this thing together and have fun. It makes sense. It's wonderful."

After more than a decades' work with some individuals with mild to mid-

stage dementia, Pegi's mantra serves as a challenge for all those supporting and interacting with these individuals.

"Expect nothing and expect anything and everything because you just don't know what they can do until you challenge them."

Perhaps, in part it's Pegi's challenge, perhaps it's a tribute to the Perley Rideau's military legacy, or a necessity to orchestrate and lead a large group of more than 35 in Lupton Hall each week but Pegi admits with a grin that her choir practices can have the flavor of a drill hall.

"Obviously I am nice to them, but at times I am a little bit hard on them. They seem to like it because if they didn't, then they wouldn't be coming back. And I never single anybody out but I will let them know when something is not good enough."

Visible in the Perley Rideau choir uniform that includes blue and white scarves for the women and ties for the men, choir members are asked to complete their uniform by wearing a white shirt and dark pants for performances. The choir holds a revered spot in Perley Rideau's Remembrance Day celebrations, and the one-hour January concert of 20 songs is a favourite with residents, family, friends as well as the tenants of the Perley Rideau apartments.

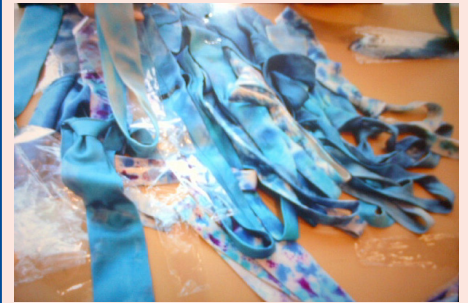


Tenant Marie Gauthier seated in her favourite chair in the front row.



Did you know?

The ties and scarves worn by the members of the Perley Rideau Choir are created by the residents attending the Creative Arts Program at Perley Rideau.



Evolution

In keeping with the commitment to continually evolve, Pegi has welcomed three tenants from the Perley Rideau apartments including Marie Gauthier.

As a former member of the Canada Post choir during her 30-year career, Marie can be considered one of the choir’s “ringers”. She credits her mother’s encouragement for her love of music, and fondly recalls her mother accompanying her on the piano or church organ as they joined with family to sing favourite movie songs and the songs of Celine Dion, Elton John and Maurice Chevalier Valentine.

Marie has settled into the Perley Rideau Village by attending the weekly coffee club and she has formed a knitting club to create afghan blankets, slippers and dish towels.

But Marie’s greatest enjoyment comes

from singing. She adores Pegi’s style as well as her music selections. Comfortable singing in French and English, Marie sits in the front row of choir practice, eager to learn the songs that will be part of the choir’s next concert, *Songs From Around The World*.

“I always try to learn the words by heart so that I can watch Pegi. I always want to follow the Director because she’s there in front of me.”

As the faces change at Perley Rideau, Pegi suggests that the choir could benefit from becoming an inter-generational choir, where all ages are invited to join in. If the last 10 years is any indication of the ability to adapt and grow then there can be no doubt that the Perley Rideau Choir will continue to evolve.

To find out more about the Perley Rideau choir, contact Pegi Jenkins at ext. 8235.

***The Power of Music**

Alzheimer Society of Ottawa and Renfrew County - Minds in Song, a new initiative: <https://www.youtube.com/watch?v=D4KSO7ruPx0>

Alive Inside: How the Magic of Music Proves Therapeutic for Patients with Alzheimer’s and Dementia https://www.youtube.com/watch?v=4Zo_JQZo3Y0

Read about Alzheimer Society of Toronto’s iPod project: <http://www.crnc.ca/knowledge/factsheets/pdf/InFocus-ScienceBehindtheASTiPodProject.pdf>

**Thanks to the Alzheimer Society of Ottawa and Renfrew County for providing this information*



Cheque presentation of a generous gift from Royal Canadian Legion Kanata Branch 638 to purchase a specially designed mattresses to help with the prevention and healing of pressure ulcers. L to R: Peter J. Wilkins, CD, RCL 638 Veterans Service Officer and Daniel Clapin, Foundation Executive Director.

HOPE to Support The Perley Rideau Foundation

The Perley Rideau Foundation has been selected as one of the six charities to benefit from this year's HOPE Volleyball SummerFest (<http://www.hopehelps.com/>). Created in 1989 to benefit local charities, the one-day volleyball tournament is powered by volunteers. To date, HOPE has donated more than \$3.5 million to 110 local charities. The Perley Rideau Foundation has committed to provide 50 volunteers for this year's event on July 11th when more than 25,000 players will descend on Mooney's Bay Beach.

Responding to the 2015 Priority Needs List of the Perley Rideau Health Centre, the Foundation will refurbish one therapeutic courtyard by building a permanent gazebo to provide comfortable seating, replace a stone walk and construct raised planters that are wheelchair-accessible. The Perley Rideau Foundation needs your support to meet its commitment; we need 50 volunteers to support this fun, local event. To register or find out more please contact Delphine Haslé at 613-526-7170 ext. 7177 or email her at dhasle@prvhc.com

An Afternoon with *John McDermott* in support of

The Perley and Rideau Veterans' Health Centre Foundation and McDermott House Canada.

Sunday, June 14, 2015 • Reception 2:00 - 3:00 pm,

Concert begins at 3:15 pm

at the Beechwood National Cemetery Sacred Space, 280 Beechwood Ave, Ottawa

An intimate musical afternoon with celebrated Celtic Tenor John McDermott.

In addition to his musical performance, the program will involve an opportunity to mingle with John and other guests at a meet and greet cocktail reception.

Tickets: \$150.00 person, includes \$80 income tax receipt

Tickets available at 613 526-7173 or foundation@prvhc.com

www.PerleyRideau.ca



Please join us and support the health and well-being of the seniors and veterans in our community.



The Perley and Rideau Veterans' Health Centre Foundation

Priority Needs for 2015

By renewing your support for 2015 today, you will be helping the Foundation ensure that the best resident care is 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 us with funds for:

PROGRAMS

- **RECREATION AND CREATIVE ARTS - \$135,000** will help us continue to provide residents with much appreciated recreation activities including arts and crafts, theatre, concerts, 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 in caring

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/exit from the bed, and the provision of a comfortable work height for staff (**2 Bariatric @ \$4,000 ea, 30 regular at \$2,500 ea**)
- **\$10,500** to purchase and install a new door alert alarm system to enhance the security of residents at risk of roaming outside (**3 @ \$3,500 ea**)
- **\$36,000** to purchase specially designed mattresses to help with the prevention and healing of pressure ulcers (**5 @ \$7,200 ea**)
- **\$56,000** to replace and purchase 8 new Sara Lifts (**8 @ \$7,000 ea**), essential equipment used constantly throughout the day to make everyday activity a lot easier
- **\$60,000** to purchase 12 tilt/recline positioning wheelchairs, the ideal solution for positioning and pressure reduction needs, of particular importance for palliative care (**12 Broda Chairs @ \$5,000 ea**)
- **\$12,000** to purchase 12 wheeled height-adjustable commodes used for toileting and shower to keep residents safe (**12 @ \$1,000 ea**)
- **\$21,000** to purchase 6 commercial 3500 watt microwaves to replace the existing ones that are at the end of serviceable life in the Dining Rooms (**6 @ \$3,500 ea**)
- **\$6,000** to purchase 12 folding and portable wheelchairs to transport residents throughout the buildings for medical appointments or to recreation programs (**12 porter chairs @ \$500 ea**)
- **\$135,000** to replace 20 year old Dining Room furniture and flooring in our 9 Dining Rooms for a more functional and enhanced dining experience (**9 furnishings @ \$10,000 ea; 9 renovations @ \$5,000 ea**)
- **\$12,500** is needed to purchase 50 new bedside tables (**50 @ \$250 ea**)
- **\$10,600** to purchase a fully adjustable, power-operated shower chair particularly for residents with mobility issues
- **\$22,000** to replace and purchase 1 bladder scanner and stand, essential equipment given our age population

OUTDOOR IMPROVEMENTS

- **\$25,000** for furnishings, greenery and stone work to improve safety and revitalize the entrance way to the Veteran occupied Rideau Home patio area
- **\$30,000** to repair the road surface south side of Perley Rideau to allow seniors to safely enjoy the grounds
- **\$50,000** to upgrade the courtyards to make them safer and more attractive for our residents and their families to enjoy (**2 @ \$25,000 ea**)

ENHANCED SERVICES

- **\$3,000** is needed to fund our Summer Youth and other Volunteer Programs
- **\$1,000** to assist the Perley's Family and Friends Council carry out its mission of caring for our residents in many small but special ways

OTHER PRIORITY NEEDS

- Projects and equipment needs that may emerge throughout the year



THE IMPACT OF *YOUR GIVING* IN 2014

At the Perley Rideau we are dedicated to providing excellence in resident care, and your support is key to making it happen. Each year, your thoughtful donations allow us to purchase essential items and fund activities that enhance the care and enrich the lives of those who call the Perley Rideau “home”.

PROGRAMS

\$132,089 for our very popular Recreation and Creative Arts Program

\$10,000 for the Education Bursary

\$3,000 for our Summer Youth Program

\$1,000 Family and Friends Council

EQUIPMENT

\$2,000 for a washer and dryer

\$10,000 for two new staff sub-stations designed to be more attractive for our residents and their families to enjoy

\$18,500 for one new and much needed bathtub and bathroom renovation

\$10,600 for one specialized shower chair

\$7,200 for one specialized therapeutic RIK fluid overlay mattress for the prevention and healing of pressure ulcers

\$5,000 for five pressure guard CFT mattresses

\$40,000 for 100 regular Optimat 2400 mattresses

\$10,000 for one dining room renovation including new furnishings

\$5,000 for one commercial freezer to respond to the growing population in the Seniors Village

\$17,500 for five commercial microwaves

\$10,876 for one Sara Lift

\$7,010 repairs to very popular water fountain and pond fencing

\$2,714 one Genius 2 thermometer and one blood pressure vital signs unit

\$7,616 gifts-in-kind and miscellaneous items



In addition, to date \$2.8M pledged and received has been raised for the \$5M *Building Choices, Enriching Lives Capital Campaign* from which \$2.5M has been transferred to the Health Centre’s Seniors’ Village 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 towards programs, equipment or in support of the *Building Choices, Enriching Lives Capital Campaign*, please call 613-526-7173 or drop by/mail the Foundation Office at 1750 Russell Road, Ottawa, ON K1G 5Z6 or online at www.perleyrideau.ca or for the **Capital Campaign** visit www.buildingchoices.ca. Our Charitable Registration Number is 12194 8038 RR 0001.

Contact: Daniel G. Clapin, ACFRE, Executive Director
The Perley and Rideau Veterans’ Health Centre Foundation

Stephen's Research Shows Salt Can Be Good for You!

While it's not encouraged on your fries, burger or soup, the salt in the salt bins should be used often.

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. Thanks to Stephen Roy for modelling.



Ottawa's version of a February Car Wash!

Thanks to dedicated staffer Chris Ukleja for helping to get our Vets back on the road.

Phone Removal

The emergency phones located on the walls throughout the Health Centre are being removed... besides, they're ugly!

Over the next few weeks, the phones will be removed and the holes will be covered.

In case of emergency, phones can be found on the desks of each unit and throughout the Health Centre

In the event of an emergency, just follow the steps listed under the handset on each phone.

To access the Public Announcement System:

1. Dial 1-2
2. Wait for 2 rapid beeps
3. Dial 0-0
4. Wait to hear the overhead bell tones (20 seconds)
5. Make your announcement 3 times, for example: Code Blue, Rideau 2 South
6. To confirm that the system is broadcasting your message, you should hear your voice

Thanks for your support and patience as staff make these changes.



Where everybody knows your name! That was the title of the song for the hit show about a Boston pub. So who are Jo and Denny and why is the Perley Rideau pub named after them? Watch for upcoming news to celebrate the generous gift and legacy that has given the pub a new name.

Flavours of the World at Perley Rideau

You are invited to experience the Flavours of the World, a monthly lunchtime celebration in the cafeteria of the Perley Rideau Centre.

Featuring themed meals from around the world, Perley Rideau's chefs will offer these homemade meals at affordable prices.

Join us on April 23rd from 11-2 when the first meal in the series will be prepared by Meseret Befkadu, celebrating her Ethiopian heritage.

April 23, 2015- Ethiopian Heritage Day Menu

- Injera – Sourdough flatbread enjoyed with stew
- Kay sga wot – Beef stew cooked in a red pepper based sauce
- Misir wot (Vegetarian) – Red lentil stew cooked in a red pepper based sauce
- Alichu kik wot (Vegetarian) – Split pea stew cooked in a mild sauce
- Gomen (Vegan) – Kale braised with mild spices

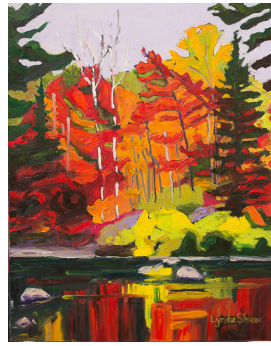
For more information, please contact Robin Tremblay, Food Service Supervisor Cafeteria/Catering, ext. 2606.

Watch this space for more information and details on upcoming meals.



Robin Tremblay and members of the Food Service Catering Staff share a laugh during break in preparations for the recent Mardi Gras celebration.

News and Events



Take the time to visit the MET Gallery in the Perley Rideau Centre to experience the work of local artist Lynda Shaw.

The exhibition continues until April 10th

Payroll Winners - \$100

Feb 6th, 2015

- Danilo Chua – Gatineau 1 North
- Carolyn Vollicks – Manager Programming & Support

March 12th, 2015

- Pauline Barasa – Gatineau 1 South
- Nelvin Lavadia – Assisted Living

**Next draw will be
March 26th 2015**

Vol. 18-03

Newsletter credits

Thanks to everyone who helped with the March newsletter including; Samantha Hallgren, Ursula Lamoureux, Barbara Brown, Helen Teeple, Linda Hunter, Andréa Fabricius, Cassy Hopkins, Robyn Oraziotti; Rachel Stoparczyk; Diana Hennessy (FFC); Debbie Seto; Carolyn Vollicks, Melanie McCully; Delphine Haslé; Denise Lavoie, Jenifer Tupling.

From the Editor: Thanks to everyone who contributed an item, shared a story or tip or just showed the interest in picking up or downloading the Perley Rideau Village newsletter.

All omissions and mistakes are mine. Please let me know where a correction is needed. I welcome all stories, news tips or advance notice or events.

Please email me at jinnes@prvhc.com.

**Deadline to submit for the
April newsletter is April 15, 2015.**

Coming in the April Newsletter:

1. Read about one volunteer's journey to learn how Reminiscence and Creative Arts can help in the battle with dementia.
2. Now that Perley Rideau has launched Point of Care throughout the health centre, find out the tips and tricks of Super Users.
3. Plus, celebrations, tributes and VIP visits.



NOT YOUR TYPICAL SATURDAY NIGHT!

SWITCHIT OFF!

Earth Hour 2015
8:30-9:30 p.m.
Saturday, March 28

You use more energy than you think. So join people around the globe in turning off the lights and devices for one hour on Saturday, March 28 from 8:30-9:30 p.m. A few simple actions are all it takes to help create a brighter future for the planet.
earthhour.org



Printed on recycled paper containing 10% post-consumer waste.
With more than 50% of its products linked to energy efficiency, Honeywell can help the world face its energy challenges.
© 2015 Honeywell International Inc.



Perley Rideau
The Perley and Rideau
Veterans' Health Centre



ACT!
eARTH™

Honeywell
A program created and
supported by Honeywell