

Between Us... *Briefly*




Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Vol. 19-07

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

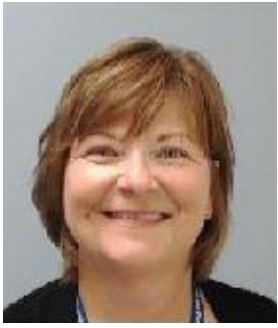


Veteran Challenges Perley Rideau Community to Support PTSD Awareness

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- And lots more news and updates...





Kathy Ryer

I am very pleased to share that Kathy Ryer will be joining the Programming and Support Team as Resident Care Liaison filling in for Sarah Tellier who will be on maternity leave at the end of July. Our Resident Care Liaison's provides ongoing support, counselling, education, and advocacy for our residents, family members and staff. They work to resolve problems related to institutional living and often assist residents, families, Powers of Attorneys, SDMs and Guardians in working through legal, financial, and basic care issues.

Kathy is a Registered Social Worker who has had 13 years' experience as a social service worker helping seniors in the community and long-term care. Highlights of her career thus far include work within the Resident Services Department at the Glebe Centre Long Term Care, The Good Companions Seniors Centre within the Administration and Programming Departments, the Ottawa Community Support Coalition as a Community Support Program Coordinator for rural Ottawa and a work placement with Geriatric Psychiatry Community Services of Ottawa as a Case Manager. She is presently a volunteer on the Board of Directors with the Community Information Centre of Ottawa (211) and has just recently graduated from Carleton University's social work program.

Her office will be located on R1S at the back of the unit across from the dining room, her extension will be 2352. Kathy will be focusing her work on R1N, R2N, R1S, R2S, G1S, G2S and ½ of O1E. Kathy officially started her new role on July 25th.

Please join me in welcoming Kathy to the Perley and Rideau Veterans' Health Centre!

Carolyn Vollicks

Director, Community Outreach & Programming



Colleen Summerton

Congratulations Colleen!

I am very pleased to share with you that Colleen Summerton (Barbier) moved to the ALS program as Assistant Coordinator ALS and Tenant Relations effective Tues. August 23, 2016.

We wish all the best for Colleen on this exciting change in her career path. I would like to thank Colleen for her dedication and skill in the development of the PSW Supervisor Role in our home. Her ongoing support of changes to the role that have taken place over the past four years has been infinite.

We are so pleased that her skills and talents are still within the Perley Rideau Village!

Again, all our best Colleen

Doris Jenkins RN

Director Nursing Operations

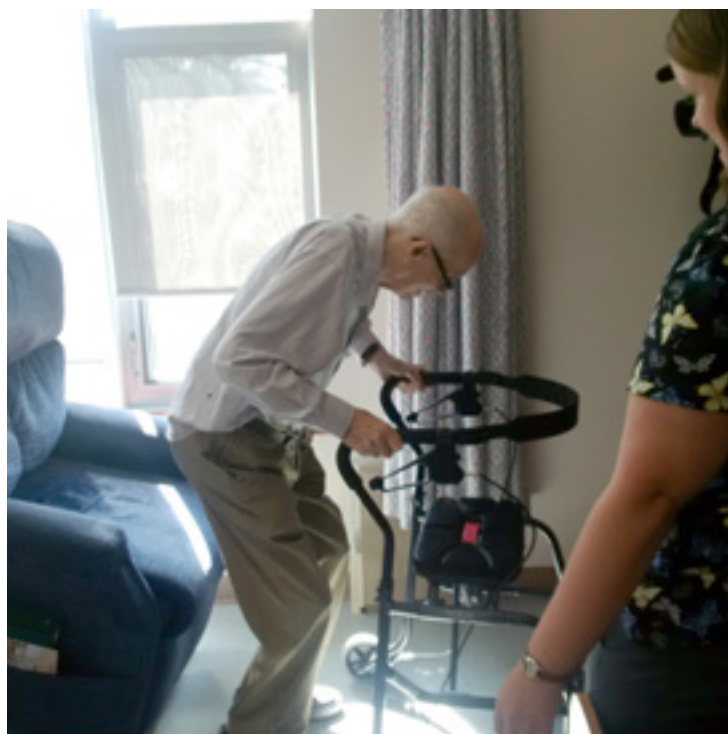
Perley Rideau Community Joins to Support PTSD Awareness Campaign

Jay Innes, Director, Communications

Led George Roper, a Second World War Veteran, whose squadron was credited with shooting down 268 German aircraft, the Perley Rideau Community was challenged to join the popular online PTSD awareness campaign. George was there at D-Day and he went on to become a renowned Canadian psychologist.

On August 24th, George invited the Perley Rideau Community to join him in supporting this worthy cause and his video is posted on Perley Rideau's Facebook and Twitter pages.

To accommodate our residents, staff, volunteers, tenants and friends, the activity can range from push ups to squats and chin ups to leg lifts (anything really, as long as it's exercise), just make sure you complete 22 repetitions and capture it on video or a photo. George did 22 squats in front of this walker.



Then submit the photo or video so we can post it to Perley Rideau's social media channels and don't forget to tag @perleyrideau.

We want to post at least one video per day until September 15th (Staff Appreciation BBQ Day).

Different from the current online push up challenge where one person completes 22 push-ups for each of the 22 days, this awareness campaign requires the support of the wider Perley Rideau Community to complete the 22-day challenge. I would like to gather a video or photo of a different person for each day of the 22 days supporting this campaign and then share these achievements online.

To register please email or call me (info@prvhc.com or ext. 2207) to arrange a time to support George and his passion.

Thanks for showing your support for Canada's Veterans and all individuals who are dealing with PTSD.

- Perley Rideau on Facebook: <https://www.facebook.com/pages/Perley-Rideau/419832558064505?ref=ts>
- Perley Rideau on Twitter: https://twitter.com/prvhc_seniors
- Perley Rideau on LinkedIn: <https://www.linkedin.com/company/perley-and-rideau-veteran%27s-health-centre>
- Perley Rideau on Instagram: [perleyrideau](https://www.instagram.com/perleyrideau)

The 22 Push-Ups | 22 Days Challenge is proud to partner with Wounded Warriors Canada as part of their national campaign to bring awareness and attention to the rate of suicide amongst our Canadian Armed Forces members, Veterans and First Responders.

www.WoundedWarriors.ca/home



The Perley and Rideau Veterans' Health Centre has been a part of my life for almost a quarter century.

In 1989, I changed careers and moved to Ottawa to work with the Union of Veterans' Affairs Employees. At that time, employees of the Rideau Veterans Home were members of our union and I was involved with the local on various labour relations matters on a regular basis. When plans were made to amalgamate The Perley Hospital, The National Defence Medical Centre and The Rideau Veterans Home and build the current Perley and Rideau Veterans' Health Centre, my task was to negotiate the transfer conditions to be included in the transfer agreement for our members who would be transferred to CUPE since it was the existing union under Ontario labour law. During several meetings with Colin Fyfe, Executive Director of the Rideau Veterans Home, important matters such as seniority, sick leave and vacation carryover were agreed upon and incorporated into the transfer agreement. As Rideau Veterans Home employees were federal workers, they were covered by the workforce adjustment rules and I am unsure how many actually transferred to work at Perley and Rideau Veterans' Health Centre. This might have been the end of my involvement with the Perley and Rideau Veterans' Health Centre.

However, in the early 1990s my wife Elizabeth (Liz) started to show signs she had inherited Huntington Disease although she was not officially diagnosed until 1998. For the first two years after her diagnosis, she suffered from severe depression and spent more than one third of the time at the Royal Ottawa Mental Health Centre. To circumvent this her psychiatrist advised that she could only be at home if she was not alone. Early in 2000 I obtained homecare for each morning and hired a private nurse to be with her in the afternoon while I worked. It was at this time that The Perley Rideau re-entered my life as they had respite beds and Liz would go there when I went out of town on

business trips. In addition, they also had a convalescent unit where she stayed for five weeks following surgery to remove a brain tumour in 2006. I felt it would be unfair when it came time for placement into long-term care for her to go anywhere different from the place she already knew and had come to love mainly because of the programs and excellent staff. Despite this decision, and due to a combination of circumstances, in 2007 Liz wound up in the Civic Hospital. Her situation developed into a crisis which necessitated her ultimately being placed in an Ottawa long-term care home. It took exactly one year for me to get Liz transferred from the original home to our first choice: The Perley and Rideau Veterans Health Centre ---- on November 22, 2008.

Perley Rideau was Liz's home until her death on April 27, 2015. She enjoyed an excellent quality of life and during her stay she was an active participant in all the activities and programs offered. Everyone loved her as until almost the very end the words she most often uttered was "I love you". To ensure our ties to the Perley Rideau remain, I have donated funds to the Perley Rideau Foundation to create The Elizabeth (Liz) Bailey Memorial Garden in the Ottawa 1 East courtyard.

My personal involvement began in late 2010 when I became a Director of the newly formed Family and Friends Council at the Perley Rideau. In 2011, I also became a volunteer. I became an adjunct advisor on the Perley Rideau Board Quality of Life and Safety Committee in 2012, a role in which I continue to serve. I became Co-Chair of the Family and Friends Council in 2012 and was elected Chair in 2013, 2014 and 2015. The personal satisfaction I gain by working to improve the quality of life of the residents of the Perley Rideau is priceless. I feel blessed to be involved in such a high quality Long Term Care Home!

Ray Bailey, Perley Rideau Friend

August 09, 2016

The Struthers family would like to sincerely thank the Gatineau 1 North, Nursing Staff as well as all the other departments' staff, volunteers who were involved in the wonderful care given to our father and husband, Rodolphe. All of you who helped brightened his days, helped put a smile on Rudy's face during his last year of his life, we are so grateful! It made an enormous difference in our lives to know he was well cared for.

Our heartfelt thanks and gratitude to all the PSW staff, nurses for all the support and kindness given to our family during those very difficult last days with Dad. We thank you so very much for all you have said and done.

We will always have fond memories of The Perley and Rideau Veterans' Health Centre and the many people we have encountered throughout our visits and walks with Rodolphe. Again many thanks for your expertise and dedication in serving the Elderly in Need!

*Sincerely,
Rita & the Struthers family*

Perley Rideau Service Award Program Renewal

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

We need your help! We need your suggestions!

Honouring the contributions made by Perley Rideau employees over their years of service has always been an important part of our Employee Recognition program. As the Perley Rideau celebrates our 20th Anniversary at the Russell Road site, we are considering ways to refresh and enhance our Employee Service Recognition program.

The current program dates back to 1991, when we were still the Perley Hospital. Each October, we present service pins to staff to mark anniversaries in five and ten-year increments, and we commemorate employees who have retired; each employee and retiree also receives a nominal cash gift.

Inflation has significantly reduced the value of these cash gifts; the \$100 given to employees with 10 years of service in 1991 is now worth around \$65 in 1991 dollars; the value is further reduced by taxes to about \$56. We would like to make changes to the program, consistent with the following criteria:

- Maintain – and not reduce – the Service Award Program budget
- Maximize value to employees by minimizing taxation (all cash or “near cash” awards of \$100 or more are taxed as income)
- Find additional ways to say “Thank You” (in addition to cash-type awards)
- Since we do not want to divert resources away from front-line care, we cannot significantly increase administrative support required to support the program

The Perley Rideau will not receive additional funding from the government to increase the budget for our service recognition program. We will not make any significant changes to the program in time for the October 2016 Service Recognition Ceremony; we do want your ideas on ways to enhance the program within the current budget.

Some suggestions that have already been received include:

- Paid time off work instead of cash
- Education Bursaries
- Gift Cards (i.e. \$99 value to minimize taxes)
- Redesigned Service Pins (more like jewelry and of a higher value)
- A catered banquet (full meal) at a cost of less than \$100 per employee

We would like your ideas on what we can do to better recognize your service. On September 15 at the Staff Appreciation BBQ, we will be asking you for your ideas!

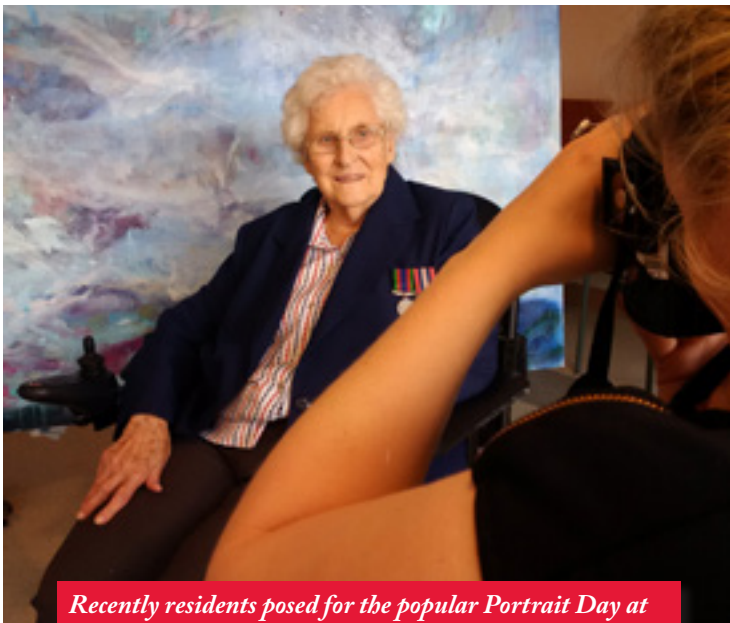


The evolution of Perley Rideau's Service Pins



Perley Rideau's Korean War Veterans, members of the Korea Veterans' Association and staff welcome Colonel Chang Bae Yoon (second row, third from right), the new Defence Attaché to the Embassy of the Republic of Korea.

On the table is a miniature of the monument to fallen Canadians that stands at the United Nations Memorial Cemetery in Busan.



Recently residents posed for the popular Portrait Day at Perley Rideau.



The Rogers TV program "Ginette reçoit" visits today to interview musician Gertrude Letourneau about her work at Perley Rideau and includes a sing-along with several residents. Hosted by Ginette Gratton, the one-hour show will air in the near future.

Best Practice Spotlight Organization

It is with great pleasure and pride that I am letting you know that the Perley and Rideau Veterans' Health Centre has become a Best Practice Spotlight Organization in partnership with the Registered Nurses Association of Ontario.

This will allow us to work together to implement best practices around pain management, dementia, falls prevention, and pressure injury management, and improve the quality of care we deliver to our residents.

In conjunction with the interdisciplinary staff on the Quality Improvement Plan (QIP) teams – we will conduct a gap analysis in these areas and then author actions plans for moving forward in improving care using best practices.

We will be having a launch of this program in September and regular updates in the Perley Rideau newsletter. Stay tuned for more information.

Please see the accompanying introduction to BPSO. I will be working with and supporting Daniela Acosta, RN, to be the BPSO Liaison, and with Jen Plant, our Manager of Education and Projects.

Congratulations to PRVHC for this very significant milestone!!

Best regards,

Linda Hunter RN, MScN, PhD (C)

Chief Nursing Officer

The Perley Rideau selected to be a new Best Practice Spotlight Organization!

What is a Best Practice Spotlight Organization (BPSO)?

The Registered Nurses Association of Ontario's (RNAO) Best-Practice Guideline (BPG) Program has been funded by the Ministry of Health and Long-Term Care since 1999 to develop, disseminate, and actively support the uptake of evidence based best practice guidelines and to evaluate their impact on residents, organizations and health system outcomes. The RNAO supports implementation through individual, organizational, and system level partnerships.



The Perley Rideau is very proud to have been selected as a BPSO with a formal partnership with the RNAO. There is a competitive application process to become a Best Practice Spotlight Organization. This includes specific requirements for systematic guideline implementation, infrastructure,

knowledge exchange, sustainability planning, and measuring outcomes through the use of standard indicators.

The Perley Rideau and RNAO hosted a Best Practice Champion Workshop on May 25, 2016. There were 60 attendees, 22 from Perley Rideau staff.

How does BPSO help our residents and staff?

The BPSO partnership with the RNAO assists the Perley Rideau through training and resources to implement best practice guidelines (BPG). Implementing best practice guidelines improves health care in the following ways:

- Reduces the variation in care
- Transfers research evidence into practice
- Conveys the knowledge base of nursing
- Assists with clinical decision making
- Identifies gaps in research
- Stops interventions that have little effect or cause harm
- Reduces cost

We promise to share regular information about our progress in upcoming issues of the Perley Rideau newsletter.

Nurse Call System Update

Implementation of a new Nurse Call System will begin on September 19th and this up-to-date system to protect our residents, staff, volunteers, clients and partners will be completed by December 31, 2016.

Installation of the Telligence system will begin in the Ottawa Building followed by the Rideau Building, Gatineau Building and Perley Rideau Centre. Under the guidance of the Director, Support Services, meetings will be held on each unit in advance of the start of work to provide more information, to share the work plan and answer questions. The Director of Communications will provide frequent updates and information will be shared during staff meetings. All frontline staff will receive an orientation session on this silent call system that is compatible with the Perley Rideau's current wander system and the door access system.

During the installation, every effort will be made to minimize the disruptions on each unit but we ask for your patience as we work to improve the experience of our residents, meet the needs of staff and comply with an order from the Ministry of Health and Long-Term Care.

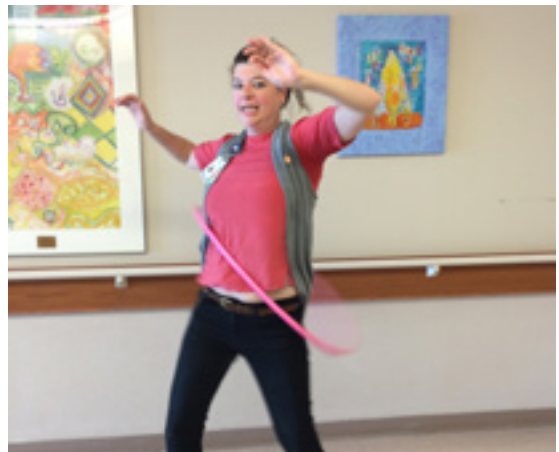
Thank you to the Perley Rideau Foundation for their steadfast support on this project. Everyone looks forward to seeing the end of the disruptive alarms and flashing lights.

QHR - 2015 Survey Results

Visit [QHR](#) to view the list of initiatives that support resolving the issues identified in the 2015 Employee Pulse Survey. The site also includes a link to a summary of the 2015 Survey results. Watch for more information on the 2015 Employee Pulse Survey that will be released in September.



A Lift From Friends: Frank Chamberlain (left) and Landon Brady (right) were the first two Perley Rideau staffers to accept George Roper's challenge, hitting the floor for 22 push ups to support PTSD awareness.



"Hello, my name is Stef and I am a Recreation Programmer at the Perley and Rideau Veterans' Health Centre.

I support this campaign to raise awareness of PTSD and its impacts on Canada's Veterans so I did 22 hula hoops.

*By *attempting* to do 22 hula hoops I hope I helped to raise awareness of this disorder and I hope you do the same!"*

Best Coordinated Cross-Sectorial Medication Reconciliation (BOOMR) Initiative

By Dan Dalton, R.Ph., B.Sc., B.Sc.Pharm. – Clinical Consultant Pharmacist – Medical Pharmacies Group Limited

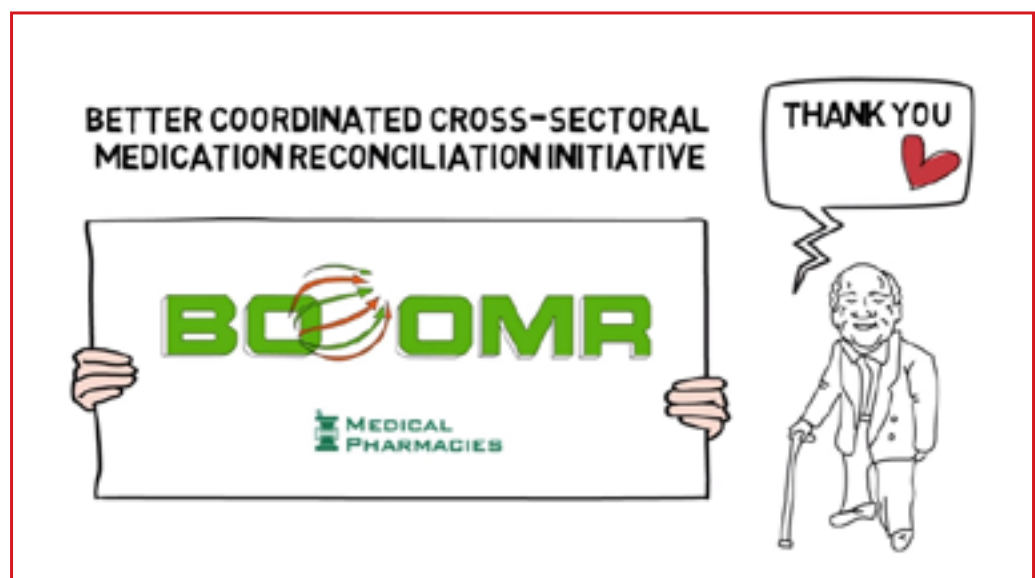
There is a growing body of evidence to suggest that residents are vulnerable to harmful medication errors during transitions between health care facilities. Common lapses in communication, documentation, and transcription have led to poor coordination of care. The Perley and Rideau Veterans' Health Centre (Perley Rideau) has partnered with Medical Pharmacies to implement the Best Coordinated Cross-Sectorial Medication Reconciliation (BOOMR) Initiative.

BOOMR is an integrated practice change that drives improvement in medication safety during patient transitions through the health system. This collaborative process involves the coordination of four sectors of healthcare: CCACs, hospitals, community pharmacies, and long term care. Using a resident-centered approach, this initiative aims to reduce hospital visits, healthcare costs, and unnecessary medications. Our redesign of the medication reconciliation (MedRec) process has been demonstrated to improve resident engagement using “the resident’s story”, increase quality of their information on admission, increase collaborative inter-professional workflow efficiency during the transfer of care using progressive initiatives, and produces cost savings to the healthcare system, proving value for quality. BOOMR re-engineers key steps within an established process to position integration of care at the centre of the practice design which has proven sustainable results since January 2015. BOOMR supports transformational change across the continuum through a holistic clinical intervention for seniors with complex comorbidities.

Through collaboration between the Admissions Department at Perley Rideau, the Clinical Pharmacists, Nursing Staff, and Physicians, the goal of this initiative is to increase resident/family satisfaction with the medication reconciliation process and improve medication safety.

A video of the BOOMR initiative can be viewed here:

www.youtube.com/watch?v=B3flj8FI9mo



Census

Coming on the news that this year's Census was the most successful in 50 years, Perley Rideau would like to provide more information on the facility's obligations, the information shared and we would like to commit to be more open and transparent with residents and families in the future.

Perley Rideau is required to respond with the short-form census data at a facility level without consulting each resident but that shouldn't mean residents and families are not informed of our obligations and actions to comply.

Perley Rideau did not receive any guidance on communicating with residents that we were gathering the census information and that every effort was made to assure that the information was correct/accurate. In hindsight, it is a good learning reminder for us as an institution to be mindful of our residents' interests in such matters. In future census undertakings, we as an institution will do a better job of communicating with our residents.

The following information was provided to Statistics Canada from our administrative (resident) records, for each resident as at May 10, 2016, as required by Statistics Canada:

- Resident ID
- Unit
- Room Number
- Last name
- First name
- Middle name
- Gender
- Birthdate
- Admission Date
- Current Date
- Age in Years
- Marital status
- Language1
- Language2
- Address
- City
- Province
- Postal code
- Country



The Exit Diversion Doors in the Gatineau Building are nearing completion. Thanks to Eldercare Foundation for helping to make this happen to improve the lives of our residents.

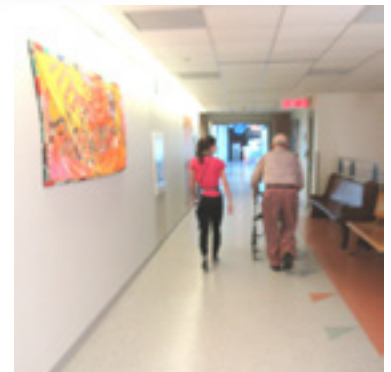
Attention Movie Buffs!

Now that the last VCRs have finally rolled off the production line, VHS tapes are truly collectors' items. The Perley Rideau Video Library has hundreds of VHS tapes that we would like to clear from our inventory by the end of the year. These are available for the low, low price of 50 cents each or 3 for \$1. Bulk prices for larger volumes negotiable. All proceeds will be re-invested in the library, to update our collection. Contact Volunteer Services at volunteer@prvhc.com or extension 2356 for a full list of titles.

The Perley Rideau Video Library is open to serve you on Wednesdays from 1:00 – 4:00 PM. We have over 1,700 titles available, including movies, documentaries and TV series. All are free to borrow for residents and volunteers. \$1 for staff. Visit us on the second floor of the Perley Centre (between Beauty Salon and Book Library). We will gladly accept donations, of DVDs only.

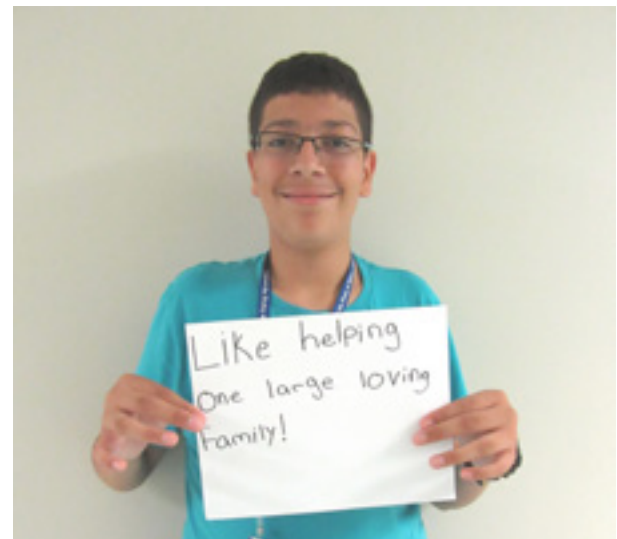
Page-a-Porter – It's A Wrap Until Next Year!

Thanks to our awesome Summer Youth Volunteers, who answered more than 70 calls to help accompany residents and visitors around the Seniors' Village in July and August. While the pager service ends on August 26th, volunteers will continue to be assigned to Recreation, Creative Arts, Church Services, and the Beauty Salon to help get people where they need to go. Staff are encouraged to submit a request to volunteer@prvhc.com for any other ongoing needs.



SYP Contest

Congratulations to Blake Kusiewicz and Carl Davis-Payne, who won the Summer Youth Program contest by completing the sentence, "Volunteering at Perley Rideau is..."



Summer Youth Program Wrap-Up

By Lili Roussakis, Summer Youth Student Assistant

Perley Rideau's Summer Youth volunteer program is a great opportunity for young people to interact with some amazing seniors, including military Veterans. It gets them talking to different types of people who they may not otherwise meet and to develop relationships with a variety of people. It is also a great way for youth in high school to have fun while gaining community service hours required for graduation.

Thanks to funding provided by the Perley Rideau Foundation and Canada Summer Jobs, we employed a post-secondary student and former volunteer, Lili Roussakis, to coordinate this year's program. We were especially fortunate to have 42 amazing summer youth volunteers, including 10 returning from last year's program.

Altogether, they contributed over 1,700 hours throughout July and August. The Page-a-Porter program, launched in 2015, was extremely successful this year.

The team responded to over 70 calls to assist residents and visitors to safely move throughout the Seniors' Village.

Two individuals were awarded the 2016 Summer Youth Volunteer Award. Dorothy Davis-Payne, age 17, and Alexa Carpinteiro, age 16, were recognized for their initiative, respect and demeanour with residents. Dorothy contributed 63 hours, supporting residents with Feeding, Recreation and Creative Arts. Alexa contributed 228 hours, supporting residents with Recreation, Feeding, Creative Arts, Beauty Salon and Physiotherapy.

A huge thank you goes out to all the summer youth volunteers for infusing the Perley Rideau with their youthful energy this summer and to all the staff who supported them in developing their skills through this experience.



Family and Friends Council

As you walked around Perley Rideau in June, we think you may have heard music in the hallways ---- that's because we believe we struck a chord when it came to offering topics of greater than usual interest at our monthly meetings. Our last three meetings, the final one being June's annual Family and Friends Council Week Education Seminar, each had record attendance as the topic of Caring for the Caregiver was addressed from the perspectives of Perley Rideau staff, volunteers, family, friends and a specialist in Workplace Learning and Leadership Development. Based on that response, we're planning future meetings to reflect those reactions.

While September may seem far away, it's really just on the horizon. During the Summer your Executive has been working on topics and the format for our Fall meetings. As we go to press, numerous details are being finalized — so-o-o-o-o-o-o, please be sure to watch the Family & Friends Council Notice Boards in each Unit for more information as it evolves. In the meantime, here are some firm details:

September 10th - Saturday: please plan to attend the Annual Village Fair and visit us at the Family & Friends Council table. Fair hours are 10:00 am to 3:15 pm

September 15th - Thursday at 7:00 pm., Boardroom [2nd Floor]: As a start to the Fall Season, we'll meet in the 2nd Floor Boardroom to continue the theme of Caring for the Caregiver by exploring the Role and Responsibilities of Perley Rideau's Resident Care Liaisons. We're looking forward to welcoming Resident Care Liaison Carolyn Young-Steinberg. Our two Resident Care Liaisons perform vital and wide ranging roles in the lives of our 450 residents by providing ongoing support, counselling, education and advocacy for residents, family members and staff. Their work entails resolving problems related to institutional living and they often assist residents, families, Powers of Attorneys, Substitute Decision Makers and Guardians in working through legal, financial and basic care issues. Carolyn Young Steinberg serves as the Staff Liaison to the FFC, holds a BA [Psychology] from Carleton University and is currently pursuing her Social Work degree from the University of Victoria. She has over 12 years of experience in planning, coordinating and managing issues, programmes and activities involving seniors and the elderly in the Ottawa area. Early in 2013, Carolyn joined Perley Rideau as a Coordinator with the Assisted Living and Tenant Relations team where she was responsible for maintaining the Assisted Living Services for High Risk Seniors [ALS-HRS] programme and providing tenant relations for the two new seniors' apartment buildings.

October 19th - WEDNESDAY at 2:00 pm, Rideau 1 South Activity Room: This month we'll pilot a new meeting format. As you'll read elsewhere, this informal one-hour gathering to be led by an experienced facilitator is designed to build on the Care for the Caregiver series and will provide opportunities for families and friends to meet informally to discuss care issues and other topics of common interest.

November 24th - Thursday at 7:00 pm., Games Room [2nd Floor] - our Annual General Meeting. Note: this meeting was originally scheduled to take place a week earlier. On this occasion, we're looking forward to giving a very warm welcome to Guest Speaker Dr Ruth Ellen who will describe the birth and evolution of **PATH or Palliative and Therapeutic Harmonization: Expanding the Orientation of Geriatric Medicine**. Recognizing that few care models exist which honour the significance of frailty when making treatment decisions, PATH was developed. PATH purposefully focuses attention on the final chapter of life by using a structured methodology of assessment, communication and empowerment in decision-making, thus changing the way patients and families can understand their health status and make informed medical decisions. This is a not-to-be-missed opportunity to hear Dr Ellen who is an expert on PATH.

Due to the many pre-Christmas events which take place at Perley Rideau, the Council does not meet in December. Stay tuned for our Winter Programme which will be announced during the Fall.



Family and Friends Council to pilot new meeting format in Fall 2016

Starting with the Wednesday, October 19th meeting, the Family and Friends Council [FFC] will pilot a new format to complement our traditional monthly meetings and thus provide an opportunity for family and friends to come together to discuss care giving matters. We'll continue to hold the more formal meetings on a bi-monthly basis where there will be an agenda, a report by Perley Rideau's Senior management, educational presentations and updates on matters being pursued by your Executive. The goals of these gathering are to explore strategies to help us as care givers and to engage in the practice of being mindful of our approaches to care giving thereby preserving our energy and enhancing our well-being.

We believe the proposed format will provide informal opportunities to augment our engagement with care givers and build on our Spring theme of Caring for the Caregiver.

The Mission of the Family and Friends Council:

The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff. Participation is open to family of residents, former residents of the Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. Current members of the Executive Committee have accumulated over 66 person years' combined experience in the Long Term Care Health system. As well as their involvement with Perley Rideau, some members have knowledge of other Ontario long term care homes. It is our hope this experience and broad range of perspectives may be viewed as a source of information and assistance to all members of our long-term care home community.

Council meets monthly except in July, August and December. Formal meetings, which will alternate with informal gatherings, will include updates by Senior Management, presentations on topics of relevance to residents and family members, budget reports, and opportunities to learn more about life at Perley Rideau; moderated informal gatherings will provide opportunities for participants to explore their roles in collaborating with health care providers in long term care settings for the benefit of their loved ones. In both cases, sharing experiences and supporting one another are the objectives. We look forward to welcoming family and friends of our residents, to their participation in the activities of the Council and to them volunteering to stand for election to the Executive.

Please help us remain in touch with you by email or phone by advising us of any changes to your contact information.

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



NOTICE

Perley Rideau has updated its map to provide directions to staff and visitors to access to the appropriate parking and the entrances throughout the Village. Look for the maps at the Main Entrance and at all Communications' Stations.



Burpee Mason and his family added a leaf to our Tree of Life in loving memory of his late wife Velda. The ceremony was followed by his 95th birthday party where his great-granddaughter Tara stole the show.



The Perley Rideau Foundation was proud to host Lieutenant-Colonel (RNLAF) Christa Oppers-Beumer, Defence, Military, Naval and Air Attaché to Embassy of the Netherlands, Ottawa; retired Airforce Colonel Peer Oppers; and Dutch student Femmeke. War-time stories were shared by tenant Bob Hanley (centered in photo), who took part in the liberation of the Netherlands over 70 years ago.



Thank you to Canadian Family Morale and Welfare Services for their presentation of the 2017 Support Our Troops Calendar photos! The 2017 calendar will feature six veterans who call the Perley Rideau home. Proceeds from the calendar will go to provide services for homeless veterans.



The Royal Canadian Legion West Carleton Branch 616 presented a cheque of \$8,000 to the Perley Rideau Foundation. The funds are restricted to purchase a specially designed mattress to prevent and heal pressure ulcers (\$7,200). The remainder of the donation will be pooled with other donations towards the revitalization of one of the dining rooms.

L to R: Jim Wilson Membership Chair, William Berry Sgt-At-Arms and Korean Veteran, President Kathryn Scott, and Daniel Clapin Foundation Executive Director.

A Decision Informed by a Life of Service

For **Christiane Charron**, the decision to update her will and bequeath part of her estate to the Perley and Rideau Veterans' Health Centre Foundation was a natural one. A career military nurse, Christiane Charron has volunteered one morning a week at the Perley Rideau's popular Boutique for the past five years. The gift in her will effectively extends the lifetime of service she has provided Canada.

"I know that some will describe it as a selfless act, in the sense that others will benefit from my gift and I won't be around to see it," she says. "But my bequest is also selfish in a way, because it makes me feel so good. I know my money will go toward something truly effective and meaningful."

She was born Christiane Marois in Saint-Jérôme, Quebec to a military family with five children. Her father had landed at Normandy after D-Day with an artillery unit, but rarely talked about his time in the war. The family moved often, eventually settling in Hull—today known as Gatineau—Quebec. Christiane became a nurse and was soon recruited into the CAF, where she enjoyed a stellar career, eventually rising to the rank of Lieutenant Colonel and serving as Commanding Officer of the Canadian Forces Medical Services School at CFB Borden. She was married for 30 years to a military officer and has no children.

Starting anew, Christiane secured a job as an official languages advisor at the National Research Council. It was a perfect fit for a dedicated, energetic and perfectly bilingual woman who is also relentlessly positive. After 12 years, she re-

tired from paid work, but stepped up her level of physical activity—she's an avid walker, bowler and pickleball player—and her volunteerism. Along with serving in the Boutique, Christiane has also volunteered in the Perley Rideau's palliative care unit.

"I believe it's a privilege to accompany someone on their end-of-life journey," she says. "It's an intimate, rewarding process. I'll always remember singing a woman her favourite song the day before she passed. The family and I thought she was unconscious, but when I started to sing, she opened her eyes and smiled until the song ended. Her daughter's face was streaming with tears and I came close myself, but I hung on until I finished the song. It was a truly beautiful moment—the kind of moment that can happen only when people feel completely at home. And the Perley Rideau is home, thanks to people who care."

Like most Canadians, Christiane gave little thought to her will and hadn't updated it since her separation.

"I attended an estate seminar organized by the Perley Rideau Foundation and it really got me thinking," she says. "What do I really want to do with my money when I pass? Who would benefit from it most? It might sound strange, but I had to give myself permission to do what was in my heart. The Perley Rideau is such a wonderful home and donations to the Foundation directly support the outstanding care that staff and volunteers provide."

Once Christiane decided to follow her heart, she found that the rest was



Christiane Charron

easy. Her brothers and sisters supported the idea and she got her lawyer to draw up the papers.

"I only wish I had more to give," Christiane says. "But I know it's not about the amount. It's about making one final gift so that our veterans and seniors can live meaningful lives, with the best care possible."

The Perley Rideau is home to 450 residents, 250 of whom are war veterans

We appreciate your support in making a bequest in your will and/or making a donation

Please contact Daniel Clapin
The Perley and Rideau
Veterans' Health Centre Foundation
1750 Russell Road
Ottawa ON K1G 5Z6

Email: dclapin@prvhc.com
Internet: www.perleyrideau.ca
613-526-7194

Estate-Planning Seminar on September 30

Are you confident that your will can fulfill your wishes to provide for the people and causes that matter to you most? On September 30th, barrister, solicitor and mediator Elizabeth Lockhart, a specialist in estate law, will deliver a presentation and answer your questions about estate planning. The session is free and includes complimentary on-site parking and a light lunch. We encourage you to register early—before September 12th—as seating is limited. To register, please contact Sara McIlveen at smcilveen@prvhc.com or 613-526-7173.

Event: Estate-planning seminar with Elizabeth Lockhart

Date: Friday, September 30, 2016

Time: 9:30 a.m. registration; presentation 10:00-noon followed by a light lunch

Location: Lupton Hall, Perley Rideau Veterans' Health Centre, 1750 Russell Road, Ottawa



EMPLOYEE PAYROLL GIVING PROGRAM UPDATE

- The Employee Giving program was launched in 2014. It's an opportunity to support projects that impact our own workplace and the residents we serve every day.
- Currently, new employee participants can choose to support either the greatest needs (unrestricted) or the bursary program.
- In 2016, we expect to raise over \$6,000! Thank you.
- While participation is increasing every year, our goal is to increase the employee engagement to 15% by the end of 2017. Will you join today?

Did You Know?

- All individual donations are voluntary and will be kept confidential. Your manager and co-workers won't know whether you decide to participate or not and, if you do, what giving level you choose.
- If every staff was giving \$2/pay or \$52/year, together we would raise over \$40,000 for the purchase of essential items and fund activities that enhance the care and enrich the lives of those who call the Perley Rideau home.

How Does It Work?

- It's easy. Take a minute and complete the Payroll Giving Program Donation (see next page) and we take care of the rest. Drop it off at the Foundation Office (next to the Gift Shop).
- The donations will be automatically deducted from your payroll each pay period. Your deduction will typically begin within two to three weeks of when we receive your completed form.
- The accumulated charitable tax benefit will appear on your T4 statement.
- 100% of the donation benefits the Perley Rideau.
- You do not need to renew each year, as your deduction will continue. You can, however, make a change to your donation level or stop your donation at any time.

What If You Have A Question That Isn't Answered Here?

- Call Delphine Haslé, Development Officer in the Foundation Office at extension 7177 or email her at dhasle@prvhc.com.

YES! I'D LIKE TO ENRICH THE LIVES OF THOSE WHO CALL THE PERLEY RIDEAU "HOME"



How does it work? It's easy. Take a minute and complete the form and we take care of the rest! The donations will be automatically deducted from payroll each pay period. The accumulated charitable donation will appear on your T4 statement. 100% of the donation benefits the Perley Rideau.

For more info, call Delphine Haslé, Foundation Development Officer at x7177 or email her at dhasle@prvhc.com.

STAFF DONATION (please print clearly):

NAME: _____

As it should appear on the Foundation Annual Donor List.

If you do not want your name to appear on the Foundation Annual Donor List, please check

HOME ADDRESS: _____

CITY: _____ PROVINCE: _____ POSTAL CODE: _____

PHONE: _____ EMAIL: _____

Payroll Deduction Plan

I authorize my employer to make the payroll deduction of:

\$2, \$5, \$10, \$15, \$20, other: \$_____ per pay.

My payroll deductions will go towards:

Where the need is greatest based on the Priority Needs List (see back of page)

Bursaries/Education

I understand that I can increase, decrease, or stop this arrangement at any time with written notice to the Foundation.

EMPLOYEE SIGNATURE

DATE

Thank you for your support!

ONLY FILL OUT THIS BOTTOM PORTION IF YOU ARE CURRENTLY PARTICIPATING IN THE EMPLOYEE GIVING PROGRAM AND YOU WOULD LIKE TO STOP THE DEDUCTIONS

I am currently participating in the Employee Giving Program and would like to stop the payroll deductions

Employee signature: _____ Date: _____

cancelling out of this program may take up to 3 weeks to complete once form has been received by The Foundation office.



Village Fair

Saturday, Sept. 10, 2016 • 10am -3:15pm

AGENDA

- | | |
|--------------------|--|
| 10am | Music-HighlandMist PipeBand CAFETERIA
Mini Putt Open All Day GATINEAU Link
Family & Friends Council Table |
| 10:30am | Music – Paddy Stewart CAFETERIA
BBQ Tooney ticket sales LUPTON HALL PATIO |
| 10am-2pm | CAS Studio Craft Sale |
| 11am-2pm | Bouncy Castle LUPTON HALL PATIO
Shrine Klowns LUPTON HALL PATIO
CAS Craft LUPTON HALL PATIO |
| 11:30am | Brad the Balloon Guy LUPTON HALL PATIO
Petting Zoo LUPTON HALL PATIO
Games & Races LUPTON HALL PATIO |
| 12Noon | Tooney B.B.Q Lunch - LUPTON HALL PATIO
(\$2.00 while supplies last) |
| 1-2:30pm | FREE Ice Cream –Thanks to the PRVHC Foundation – PUB |
| 1-2pm | FREE Pop Corn –Thanks to the PRVHC Gift Shop
– ACROSS FROM THE GIFT SHOP |
| 2:15-3:15pm | Music – Noel CAFETERIA |

Please join us at our “Village Fair”.

This event is for our entire Village:
our residents, tenants, staff, families, volunteers, friends and neighbours.

If you are interested in helping us out on this day please contact
Rachel Stoparczyk at ext. 2356 or Dave Harris at ext. 7735.



The

Decades *of* Sports



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

STAFF APPRECIATION BBQ

September 15th, 2016

Day Staff • 1130 - 1330

Evening Staff • 1630 - 1830

Night Staff • 2300 - 2400

Along with door prizes, there will be a costume contest and a photo booth to capture the day's memories.

We will be accepting donations of new and slightly used sports equipment to benefit the *Boys & Girls Club of Ottawa.*

With a donation of sporting equipment, staff will receive one extra ballot to win a paid day off.

Sign-up sheets will be on each unit between

Aug 18th – Sept 1st

Smoking Restrictions Reminder

Smoking is not permitted outside of the Rideau main entrance door or on the side of the Rideau building.

All of the chairs and non-approved smoking receptacles that were located on the side of the Rideau building were removed from this area.

Smoking is permitted in the designated smoking areas, which are located 9 metres away from door entrances and equipped with approved receptacle to ensure safety.

Thank you for your cooperation as we work to provide a safe environment for the Perley Rideau Community.



Paypool Winners: \$100 each

June 30

- Tina Colonnese: Nursing
- Edel Navarro: Gatineau 2 South

August 11

- Aminata Fynn: Gatineau 2 South
- Meca Vidal: Food & Nutrition

July 14

- Rosario Alvaro: Nursing Rideau
- Mehret Tesfazghi: Rideau 1 North

August 25

- Michelle Rimpel: Rideau 1 North
- Emma Edache: Nursing Casual

Next draw: September 08, 2016

Vol. 19-07

Newsletter credits

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public.

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

For questions, concerns or to share story ideas, please contact Jay Innes at jinnes@prvhc.com.

Please note that the newsletter is available online at www.PerleyRideau.ca. All submissions are welcome. The deadline to submit to the September newsletter is September 21, 2016.

Want to stay in touch with Perley Rideau throughout the Summer?

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



Perley Rideau



Perley Rideau

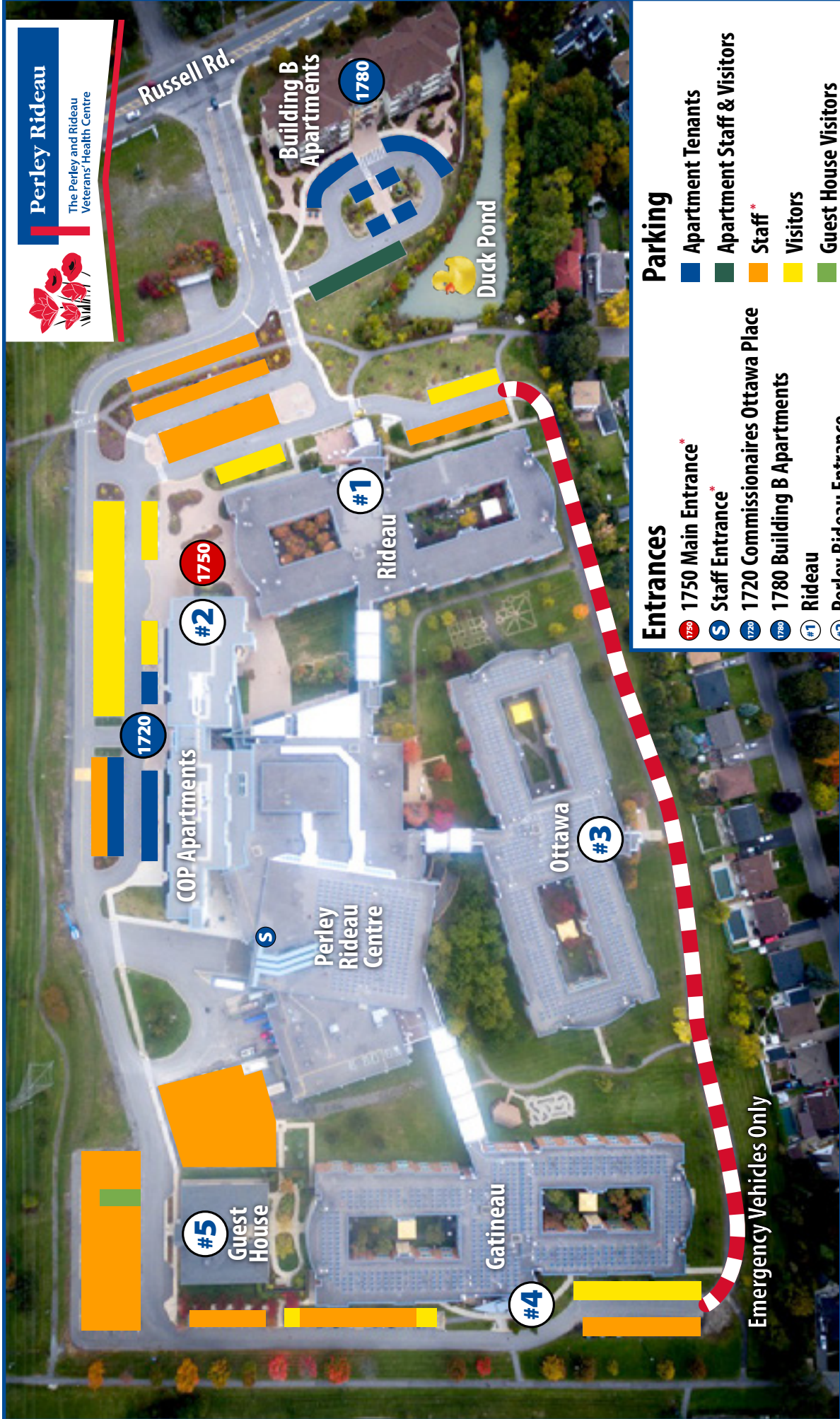


PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation





Entrances

- 1750 Main Entrance*
- Staff Entrance*
- 1720 Commissionaires Ottawa Place
- 1780 Building B Apartments
- Rideau
- Perley Rideau Entrance
- Ottawa
- Gatineau
- Guest House

Parking

- Apartment Tenants
- Apartment Staff & Visitors
- Staff*
- Visitors
- Guest House Visitors
- Emergency Vehicles Only

*Also to be used by volunteers, students, and employees of other service providers.

Enter the Health Centre between 6:00 a.m. and 10:00 p.m. by signing in at the Main Entrance or use the building access card at all other entrances.

From 10:00 p.m. to 6:00 a.m., access is restricted to the Main Entrance (1750 Russell Road – Door #2).

Entrance & Parking Site Plan

August 2016