

December 2017 Edition

# The Perley Rideau News

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



Perley Rideau

The Perley and Rideau  
Veterans' Health Centre

Vol. 20-08



## Perley Rideau Lifelong Learning is Now Accepting Registrations!

Page 5

Classes  
start in  
January  
2018



### Inside:

- Remembrance Day 2017 - Pg. 16
- The day the Grey Cup visited - Pg. 15
- Plenty of news from the Perley Rideau Foundation - Pg. 21
- Employee Engagement Survey Results and More!

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





### Debbie Lauren

In November, Debbie Lauren joined the Perley Rideau team as Administrative Assistant - Clinical.

A graduate of Herzing College in Medical Office Administration, Debbie worked for 21 years as a Customer Service Representative in the private sector before moving to the public sector where she was able to leverage her training and experience. For the last three years, Debbie worked as a medical office administrator and team lead referrals.

Welcome, Debbie.

---

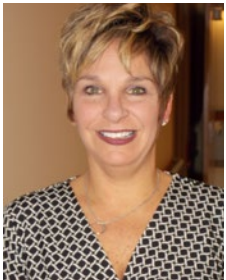


### Jennifer Gaudet

Jennifer Gaudet recently joined the Perley Rideau team as the Administrative Assistant to the Director of Nursing, Doris Jenkins. A graduate of the University of Ottawa with an Honours Bachelor of Arts (major in Psychology and minor in Criminology), Jennifer worked for The Ottawa Hospital as an administrative control clerk in various acute units and clinics. She also has experience as an office assistant for a local sports club.

Welcome, Jennifer.

---



### Colleen Summerton

We are pleased to announce that Colleen Summerton will be returning to the position of PSW Supervisor for the Rideau building.

Colleen started in November and her office is located at the back of R1N.

Welcome back Colleen, we are looking forward to having you re-join the team.

Ursula Herzig will assume the role of Assistant Coordinator Assisted Living Services for High Risk Seniors. Ursula can be reached at ext. 2011.

Congratulations to both Colleen and Ursula!

*Doris Jenkins*

*Carolyn Vollicks*

*Director of Nursing*

*Director of Community Outreach and Programming*

Dear Terri (Carter),

I want to take this opportunity to thank you personally from the bottom of my heart for your care and advocacy for my mother Isabel M. You are truly a special healthcare professional and your expertise along with your beautiful heart was a shining light in our journey caring for our beloved mom.

I have worked with and educated many nurses in my 40 year career in the nursing profession in Canada and the United States. The professionalism and humanism exhibited at Perley Rideau by all the Nursing staff was exemplary. And Terri, you stood out among them. Your loving care and timely communication with my sister Karen, and myself when I was there or called, gave us piece of mind that even in our mother's worst hours she would be kept comfortable and experience human connection. We didn't have to worry anymore that she was alone or afraid. Her physical needs were always met - she was clean, comfortable, and appropriately attired. And everyone let us know if she needed anything that we didn't see, for example, asking for us to get her open toed, sturdy shoes when she had a sore toe!

All of the small things attended to in the daily care of all the residents and the professionalism exhibited in the Gatineau unit have a huge influence in making the home stand way above the others. We felt the difference immediately upon admission all the way to their exit to the funeral home. I know personally and professionally how difficult this work is and wanted to let you know how important you are in your residents and families lives, and I want to encourage everyone to keep the standards as high as they are. Thank you again.

**Catherine F. (daughter of Isabel & Jim M.)**

I would like to notify you of two exceptional PSW's taking care of Gerry. As I am in so often it is natural you observe what is going on. These two gentlemen's job performance is a cut above the bench mark. I leave the floor Rideau 2 South when these PSW's are on duty with such a safe and secure feeling. Gerry as a business owner believed that any staff who's performance was outstanding should get the recognition. The gentlemen's names are Dan there are two gentleman on this unit during the day the other is Ted both are good, (Dan takes care of Gerry's side) on day shift also Joe (Gerry is very fond of Joe) on evening shifts. He takes the time to rub cream on Gerry's swollen feet and has lively conversations with him. I feel so happy to inform you of these two staff members.

Sincerely,

**Linda R.**

Thank you very much for last evening – it was super and highly enjoyed by all! The fish & chips were done to near perfection if not TO PERFECTION – certainly several individuals said it was the best they can remember ever having!

Thanks again.

**Dave M.**



# Lifelong Learning Classes Open at the Perley Rideau

In-person classes and studio sessions open to public. Classes begin in January. Public Registration Now Open

---

Built on the philosophy that learning has no age limit, the Perley Rideau Lifelong Learning Program offers in-person classes and studio sessions that encourage participants to learn, to grow and to connect with others who share common interests. Different from university art classes or lectures, participants will enjoy a welcoming and collaborative learning environment without the pressure of grades or exams. Courses are open to anyone with a passion for learning, including residents of the Perley Rideau, volunteers, tenants, family and all members of the Ottawa community. Classes start in January 2018, so sign up now.

Participants can choose from a selection of studio-based and lecture-based courses led by engaging instructors who are experts in their fields. Studio-based courses provide hands-on learning in the creative arts, including music and visual art. Lecture-based courses explore topics through presentations, discussions, short films and reading materials. Courses cost \$100 for 4 weeks and \$150 for 6 weeks, not including the cost of materials, if applicable.

**Read the Perley Rideau Lifelong Learning Brochure:** <http://bit.ly/2A8vduX>

**What:** Sign up today: We are now accepting registrations from the public to enroll in Perley Rideau Lifelong Learning classes

**Where:** At the Perley Rideau

**When:** Classes begin in January 2018

**Why:** In Ottawa South – and throughout the region -- people of all ages are looking for opportunities to learn and engage.

**Who:** Registration is now open to the public.

**How:** Find out more:

- Please call 613-526-7171, ext. 2222
- Email [learn@prvhc.com](mailto:learn@prvhc.com)
- Visit our webpage <http://bit.ly/2A8vduX>

*“Social frailty – loneliness – is an epidemic that has been shown to have terrible impacts on physical and mental health and the Lifelong Learning program is just one more step we are taking to realize our vision of leading innovation in frailty-informed care,”*  
said Akos Hoffer, CEO.

*Perley Rideau Lifelong Learning is made possible thanks for the generous support from the Centre for Aging and Brain Health Innovation’s (CABHI) SPARK program.*



**Keep an eye out for our Spring session!**

# Lifelong Learning

## Winter 2018 Course Catalogue

### See Ottawa through this man's eyes...

Sign up now to join Phil Jenkins, teacher, bestselling writer and performing musician, for his January 2018 course on Ottawa's history.



### Winter 2018 Courses

#### From Longhouse to Lumber to Legislature | Instructor: Phil Jenkins

This course explores Ottawa's rich social history in chronological order, from the arrival of the First Nations and the Europeans to today's multi-cultural capital city. Participants will learn how each new arrival made use of Ottawa's geographical setting, and will discover how notable peoples, events and advancements shaped our city. Expect to enjoy an enriched learning experience that includes anecdotes, biographies, illustrations, photographs and songs.

**Duration:** 6 weeks

**Price:** \$150 (incl. parking)

**Day & Time:** Tuesdays, 1pm – 3pm

**Dates:** January 9, 16, 23, 30, February 6, 13

**Room:** Lupton Hall

**Class Size:** Up to 60 participants

#### Learn the Ukulele

Instructor: Samantha De Benedet

This hands-on course introduces participants to the basics of the ukulele, a lightweight and easily portable instrument. Regardless of skill level, participants will find the ukulele to be a fun and accessible instrument and will quickly feel comfortable leading a sing-a-long. Your instructor, a Certified Music Therapist, will provide demonstrations, lead vocal warmups and assist with technique. Participants must bring their own ukulele.

**Duration:** 6 weeks

**Price:** \$150 (incl. parking)

**Day & Time:** Wednesdays, 1pm – 3pm

**Dates:** January 10, 17, 24, 31, February 7, 14

**Room:** The Games Room

**Class Size:** Up to 12 participants

#### The Family Archives: How to Preserve and Share the Family Photo | Instructor: Breanne Fedak

This course teaches participants how to turn photo negatives into digital computer files that can be easily enjoyed, preserved and shared with others. Participants will learn how to create and maintain a digital photo archive and will end the course by designing their own family photo album. Basic computer knowledge is required. Participants must provide 5 to 10 photo negatives and a USB stick. Cost of photobook is extra.

**Duration:** 4 weeks

**Price:** \$100 (incl. parking)

**Day & Time:** Tuesdays, 1pm – 3pm

**Dates:** January 9, 16, 23, 30

**Room:** Games Room

**Class Size:** Up to 12 participants

#### Canada's War Art

Instructor: Laura Brandon

Discover the powerful history of Canada's War Art from the 18th to 21st centuries. This course explores the relationship between war art and propaganda, as well as the role of notable artists and patrons. Participants will enjoy a richly visual learning experience, with the opportunity to view paintings, photographs, sculptures and illustrations from the country's most pivotal wars, including the World War One, the Second World War, the Cold War and ongoing conflicts.

**Duration:** 4 weeks

**Price:** \$100 (incl. parking)

**Day & Time:** Tuesdays, 10am – 12pm

**Dates:** February 6, 13, 20, 27

**Room:** Lupton Hall

**Class Size:** Up to 60 participants



# BPSO: Not Just For Nursing

Daniela Acosta, RN, BPSO Liaison, Best Practice Champion



RNAO  
BEST PRACTICE  
SPOTLIGHT  
ORGANIZATION  
CANADA

ORGANISME  
VEDETTE EN PRATIQUES  
EXEMPLAIRES

The Perley Rideau's partnership with the Registered Nurses Association of Ontario (RNAO) to create a culture of evidenced-based practice and improve the quality of care for our residents is not only for nursing. It is true that the Best Practice Spotlight Organization (BPSO) initiative was proudly created by nurses, but Best Practice Guidelines (BPG) reflect the literature and were developed to transcend various scopes of practice to ensure residents receive a comprehensive and evidenced-based approach to care. Here at the Perley Rideau we have many professions involved in leading the way to improved resident outcomes!

## Improving Resident Care with Best Practice: A Dietary Perspective

Sylvie Pridmore, Food Service Supervisor, Best Practice Champion

Hi, my name is Sylvie and I'm the Food Service Supervisor for the Gatineau Building and a Best Practice Champion. Quality improvement in resident care is important to me.

The Best Practice Spotlight Organization Program (BPSO) has given me the opportunity to be part of the Responsive Behaviour Committee that follows recommendations from the Best Practice Guideline "Delirium, Dementia and Depression in the Older Adult: Assessment and Care". Implementation of the Behaviour mapping procedure and its documentation throughout the home was one of the interventions developed at the Responsive Behaviour Committee meetings.

I also attend ABC and High Risk meetings for the residents in the Gatineau Building. The ABC meetings are resident specific where the team discusses the triggers for behaviours and identify potential interventions. The High Risk meetings are unit specific to discuss behaviour, fall and pain prevention.

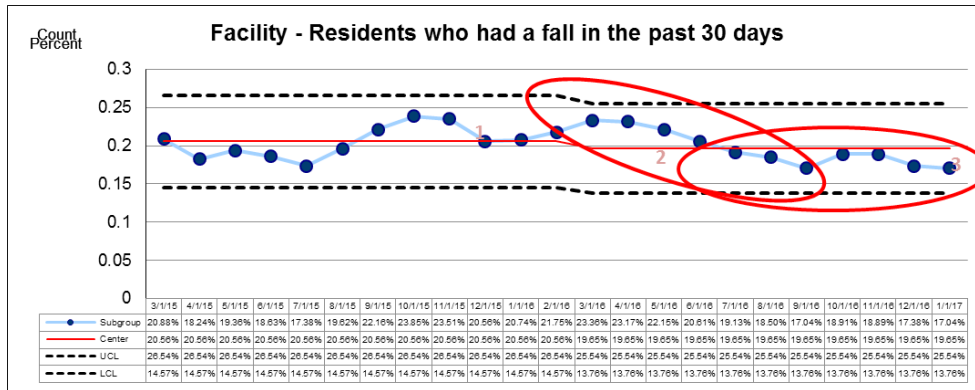
I like the multidisciplinary aspect of these committees as we all contribute to help address some of the concerns affecting residents. I gather pertinent information from Food and Nutrition Aides, PSWs, residents, families and by observing the residents in the dining room and in their environments. At the committee meetings I bring the dietary perspective to the discussions about resident care. Communicating the importance of a resident's food and fluid intake, for example, is important because these factors can impact behaviour and quality of life. Other multidisciplinary strategies also include: using food or beverages as a means to redirect or calm residents who are in distress, consulting Dietitians to make sure that these interventions are in line with the resident's goals for Nutrition Care, monitoring outcomes, and consulting with the Nursing staff on the dietary interventions to initiate changes as required.

Together we improve the well-being of the people we serve. I am proud to have a part in improving the quality of life of our residents, especially through being an active member of the multidisciplinary team and a Best Practice Champion.



# Less Falls = Better Quality of Life!

In December 2015, the Falls Prevention Team had a Kaizen (improvement event) to begin the implementation of best practices and reduce the number of falls at the Perley Rideau and we are improving!

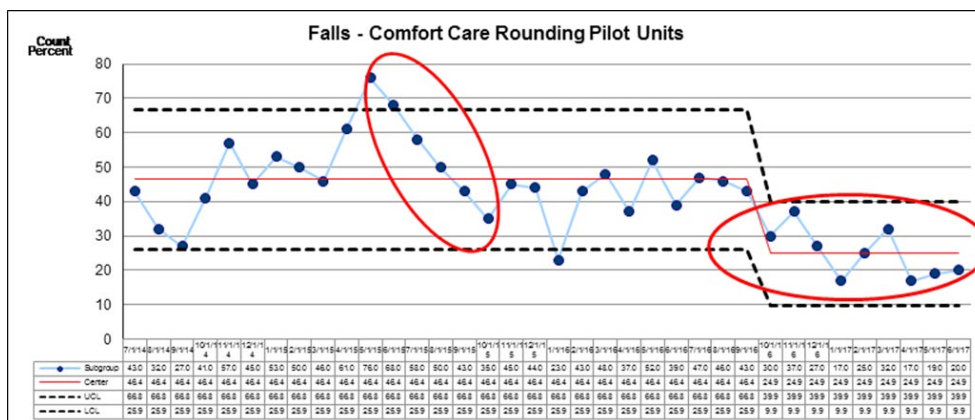


We are starting to see a decrease in residents who have fallen in the past 30 days.

Key change ideas developed by the team include:

- Comfort Care Rounding
- Implementation of a new Scott Fall risk tool and interventions
- Post-Fall Huddle
- A medication cheat sheet for PSWs
- Resident education
- Staff education

What is really impressive is that on the three first units to embrace Comfort Care Rounding, falls have dropped by almost half! Comfort Care Rounding is so important - 8 behaviours, every resident, every hour.



Our next steps are to review units that have not seen improvement yet and try to understand if they need a different approach. Please see Surge Learning for the new Falls Program and education!

Congratulations to all of the staff at the point of care for working hard to achieve these results and thank you to the Falls Prevention Quality Improvement team for the guidance.

# 2017 EMPLOYEE ENGAGEMENT SURVEY

Thank you to everyone who participated in the 2017 Employee Engagement. We're excited to share that participation has continued to improve compared to previous years. Some highlights from the survey are presented below.

**364 Responses**

- Our highest response rate ever
- 99 more responses than 2015

**9/16 Questions where scores have improved since 2015**

We saw a slight drop (2%) in the aggregate employee engagement score since 2016. However, we were pleased to learn that more than 80% of respondents agreed that:

- They know how to do their jobs safely;
- They try to find better ways of doing things;
- They know what is expected of them at work;
- The work they do matters;
- They see their personal values in the Perley Rideau Mission, Vision and Values; and
- They are proud to work at the Perley Rideau.

Similar improvement opportunities emerged this year compared to 2015 and 2016. Specifically, the survey results tell us that many employees do not feel that:

- They have enough time to do their jobs adequately;
- They've received recognition or praise for good work in the last 30 days;
- They have the materials, supplies and equipment they need to do their work; and
- They feel safe to give feedback about things that matter to them.

These results are important indicators for us as we work towards ensuring that the Perley Rideau truly is a great place to work for people dedicated to enriching the lives of seniors. We'll continue to monitor the results of the Annual Engagement Survey to help us know where we're doing well, and where we can do better.

Please stay tuned for updates as we define our employee engagement priorities and action plans for 2018.



# ATTEND THE UPCOMING TOWN HALL FORUMS

Thursday, December 14<sup>th</sup>

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

- **1000 hours (10 am)** – Open to all staff and volunteers
- **1330 hours (1:30 pm)** – Open to all staff and volunteers
- **1445 hours (2:45 pm)** – *Brief meeting for Food & Nutrition Staff*
- **1530 hours (3:30 pm)** – *Brief meeting for REC/CAS Staff*
- **1930 hours (7:30 pm)** – *Brief meeting for Food & Nutrition Staff*
- **2030 hours (8:30 pm)** - Open to all staff and volunteers
- **2130 hours (9:30 pm)** - Open to all staff and volunteers
- **2330 hours (11:30 pm)** - Open to all staff and volunteers
- **0015 hours, Dec 15<sup>th</sup> (12:15 am)** - Open to all staff and volunteers

**All forums will be held in the  
Games Room**



# Research Droplets

By Enrique Soto – Research Coordinator



As you may know The Perley Rideau is more actively engaging in research activities as part of its plan for becoming a Centre of Excellence in Frailty-Informed Care. It is also exciting and encouraging to share with you that researchers from local universities continue to reach out to us requesting our

collaboration with their research efforts. Just as a small sample of our ongoing research activities, the reader can find below a brief description of selected projects that are being currently implemented at the Centre. If you would like to learn more about our research or have any research ideas or questions please do not hesitate contacting me ([esoto@prvhc.com](mailto:esoto@prvhc.com)). Enjoy!

1. **Integrated Personal Support Worker Training Program Evaluation.** In light of scarcity of Personal Support Workers (PSWs) in Ontario applying for employment in Long-Term Care (LTC) and the projected doubling of the senior population in the next twenty years, Algonquin College and The Perley Rideau have partnered to create the first training program for PSWs physically located in a LTC facility in Ottawa, Ontario. The training program intends to modestly contribute to diminishing the shortage of PSWs but, more importantly, it seeks to prepare PSWs that become familiar with the culture, characteristics, care-delivery model and population served in LTC homes. In addition to standard curricular and laboratory activities, students have PSW mentors who demonstrate and teach them how to deliver care for residents in a real-life setting, where students can also interact with residents, their relatives and a variety of health care professionals. It is expected that through this training experience, program graduates can have a better appreciation of the LTC sector and the opportunities it offers for future employment and professional development. Using a qualitative research methodology, the evaluation is assessing the implementation of the training program during its first

year of operation (physical space, learning integration/mentoring, staff training, etc.), including students' perceptions about LTC.

2. **Healthy Habits formation using a Magic Mirror technology.** Canada's senior population is growing rapidly and not all seniors remain active as they continue to age. However, less active seniors may benefit from new technologies intended to improve their wellbeing by forming positive nutrition, physical activity, weight management, attitudinal and social connection habits. The Magic Mirror (MM) is a technology consisting of a variety of wearable sensors combined in a gaming and education interface devised to contribute in the formation of positive physical habits. From a user's point of view the MM works similarly to a Wii gaming console. The study's goal is to determine whether a MM prototype is easy to use and accepted by first time users when utilized for exercise and physical activity. A small group of Perley Rideau residents will be trained in the use of the device and encouraged to use it. They will participate in their current 30-minute daily exercise/physical activity routine and will include later in their routine the MM technology. They will be interviewed about their perceptions on exercising before learning to use the MM and will be interviewed again after they have used the technology to learn about the experience using it (appealing and easy to use) and how likely they would be to use it daily.
3. **IT Innovation and Elderly: Technology Acceptance and Use in the Community.** Information technology (IT), with applications like the internet, has changed the way we live and continues to hold promise for contributing to the betterment of our lives. That is also true for seniors and their health. An example of that is the use Telemonitoring (TM) applications. They are computer applications that communicate through the internet with health care centres (remote communication), are non-invasive, and make possible the automated monitoring of patients' health through the transmission of information. This allows care

providers to know all the time how is the senior's health. However, there is little knowledge about what factors influence the acceptance and use of this type of technology among seniors living in the community. In other words, even if TM can be effective, how useful is it if seniors don't want or can't use it? The IT Innovation and Elderly research project will address this question by conducting a survey among our residents at the Perley Rideau, asking them

about five specific types of TM technologies: Video consultations, mobile telemonitoring, automated device telemonitoring, interactive voice response and Web-based telemonitoring. In addition to this, the project will also conduct several focus groups with residents and staff to learn how technological health innovations can be promoted and implemented to benefit the elderly, as well as their needs in relation technology supporting seniors' care.

## Protect Yourself This Winter

### Top tips for avoiding slips and falls during the winter season:

- Select proper footwear. Rubber or neoprene composite soles provide better traction on ice and snow than leather. The tread design, a raised crosshatched pattern, is ideal and the larger the area of contact between the shoe and walking surface the better.
- Consider winter traction aids, strap-on non-slip shoes, as an alternative.
- Be prepared for slippery conditions; be aware of surface conditions and slow down.
- Take your time. It takes more time to navigate winter walkways safely. So, plan your route and take extra time to get there; avoid rushing or taking shortcuts over snow piles or walking where snow or ice removal is incomplete.
- Increase your stability. If you have no choice but to walk on a slippery surface, bend slightly forward and shorten your stride for better stability.
- Use caution around vehicles. Many slips and falls occur during entry or exit from vehicles. Consider holding onto your vehicle for support.
- Take the responsibility to help others by throwing sand mixture on slippery areas from containers strategically placed by entrances/walkways

### Tips for when entering a building:

- Remove snow off the bottom of your footwear and take advantage of floor mats to remove any moisture from the soles of your footwear.
- Avoid walking on wet or slippery areas if possible.
- Take responsibility for immediately reporting slip and fall hazards.

**SCENT FREE ZONE**

Help us keep the air we share healthy and fragrance-free

The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies and other medical conditions.

**PLEASE**

**DO NOT** wear perfume, cologne, aftershave and other fragrances.

**USE** unscented personal care products.

**CCOHS** Canadian Centre for Occupational Health and Safety 1-800-668-4284 [www.ccohs.ca](http://www.ccohs.ca)

# PATH Myth Busters (Part 1 of 3)

Palliative and Therapeutic Harmonization (PATH) is an approach to care that helps frail older adults and their families understand their overall health. With PATH, care teams are better able to prepare the ‘big picture’ of each person’s health story, so that frailty is at the forefront of decision making. Frailty informs how to contextualize risk, what to expect in the future and how to plan care. The Perley Rideau began to embed PATH into the way we provide care to our residents in late 2016. Currently, PATH is being piloted on Gatineau 1 North. Over the next few months, we’ll be sharing some facts that address some common misconceptions about PATH.

## #1: Age is only part of the frailty equation and not all seniors are frail

Although frailty is more common in older people, a person can be frail at any age. Not everyone will become frail or as frail as other people their age. There are vast differences in how people age, depending on a wide range of genetic, lifestyle and other factors. The Clinical Frailty Scale is a valuable tool that can be used to apply consistent terminology with respect to frailty.

## #2: PATH is not one-size-fits all. It is an individualized, person-centered approach to care

PATH is a process that supports individualized decision-making. It involves a consistent process, language and tools, but it is not prescriptive of any particular treatment or solution. While PATH consistently encourages frailty-informed decision-making, two residents who participate in the PATH program can have completely different goals of care and approaches to treatment. The approach is highly dependent on a person’s individual values. PATH requires ongoing discussions with residents and families. It is certainly not “one size fits all”.



We hope this information has helped to demystify a couple of the common misconceptions about PATH. Please stay tuned for the continuation of this series of PATH Myth Busters.

### Clinical Frailty Scale\*

-  **1 Very Fit** – People who are robust, active, energetic and motivated. These people commonly exercise regularly. They are among the fittest for their age.
-  **2 Well** – People who have **no active disease symptoms** but are less fit than category 1. Often, they exercise or are very **active occasionally**, e.g. seasonally.
-  **3 Managing Well** – People whose **medical problems are well controlled**, but are **not regularly active** beyond routine walking.
-  **4 Vulnerable** – While **not dependent** on others for daily help, often **symptoms limit activities**. A common complaint is being “slowed up”, and/or being tired during the day.
-  **5 Mildly Frail** – These people often have **more evident slowing**, and need help in **high order IADLs** (finances, transportation, heavy housework, medications). Typically, mild frailty progressively impairs shopping and walking outside alone, meal preparation and housework.
-  **6 Moderately Frail** – People need help with **all outside activities** and with **keeping house**. Inside, they often have problems with stairs and need **help with bathing** and might need minimal assistance (cuing, standby) with dressing.
-  **7 Severely Frail** – **Completely dependent for personal care**, from whatever cause (physical or cognitive). Even so, they seem stable and not at high risk of dying (within ~ 6 months).
-  **8 Very Severely Frail** – Completely dependent, approaching the end of life. Typically, they could not recover even from a minor illness.
-  **9 Terminally Ill** – Approaching the end of life. This category applies to people with a **life expectancy <6 months**, who are **not otherwise evidently frail**.

#### Scoring frailty in people with dementia

The degree of frailty corresponds to the degree of dementia. Common **symptoms in mild dementia** include forgetting the details of a recent event, though still remembering the event itself, repeating the same question/story and social withdrawal.

In **moderate dementia**, recent memory is very impaired, even though they seemingly can remember their past life events well. They can do personal care with prompting.

In **severe dementia**, they cannot do personal care without help.

\* 1. Canadian Study on Health & Aging, Revised 2008.  
2. K. Rockwood et al. A global clinical measure of fitness and frailty in elderly people. CMAJ 2005;173:489-495.

© 2007-2009, Version 1.2. All rights reserved. Geriatric Medicine Research, Dalhousie University, Halifax, Canada. Permission granted to copy for research and educational purposes only.



# Involving an Ethicist in Long-Term Care: What does the Ethicist do?

By Joshua T. Landry M.Sc., CCE, Ph.D. (c)

Regional Ethicist • The Champlain Centre for Health Care Ethics



I had been thinking recently about all the great residents, teams, projects, and committees I have been privileged to support in my time as Ethicist for the Perley Rideau, and realized that I've been on this great adventure now for nearly three years. Remembering that the only time I explained my role (in *Between Us Briefly*, anyway) was in my

very first month of this time, it seemed to be a good point to refresh the memories of this publication's readers, and let you all know what has been keeping me busy!

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

**1) Clinical consultations** – An ethics consultation is a process in which someone with significant training in ethics assists individuals or organizations in addressing ethical dilemmas. Anyone may request an ethics consultation (physicians, nurses, OT/PT, Social workers, PSW, residents, substitute-decision makers, family members of residents, and others), and they may do so at any time, for any reason.

At the Perley Rideau, I am involved in 10-15 consultations per year, which is about average for an organization this size, and given that the organization has excellent mechanisms in place to address issues before they need to be brought to me. The themes of these consultations have varied, but most commonly a request is made by a staff member concerned about a clinical issue related to the care of a resident. These issues may include: whether the resident is capable, or competent, to make their own health-care decisions; whether a substitute decision-maker is making a decision for their loved one in an ethical manner; or whether a resident should be permitted to make a decision about their care that

is not in their best interests, and that may result in harm.

**2) Organizational Ethics** – Organizational ethics includes: policy development, governance support, and organizational culture. Many corporate policies have an inherent ethical dimension, and as such, having an ethicist participate in the process of policy development can serve to create strong, robust policies.

In my time at the Perley Rideau, I have participated in a robust review of the organization's "Ethics Frameworks", the guiding policies of the Board of Directors, and various other policy discussions, including: mandatory staff vaccination, advance-care planning policy, privacy and confidentiality policy, and whether the organization should allow Medical Assistance in Dying (MAID) on site.

**3) Research ethics** – Research ethics refers to the oversight of research involving human subjects. The purpose of research ethics is to protect research subjects from harms, to confirm that research is being conducted with legitimate goals that will benefit individuals or society, and to ensure that the research being conducted meets specific ethical requirements.

Since all research activities at the Perley Rideau are required to first receive approval from an external Research Ethics Board, my involvement in research oversight has been limited. That being said, I was glad to contribute to the Ethics Advisory Committee's efforts in developing a review tool that aims to establish whether proposed research will have any positive or negative impact on the care of residents, staff workload, or other organizational concerns.

**4) Education and capacity building** – Education and capacity building activities can better prepare health care workers for the ethical challenges that so often



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

Ethics education has been frequently available to staff, volunteers, and even the Friends and Family Council of the Perley Rideau. In collaboration with the Ethics Advisory Committee, a favourite event is the “Lunch and Learn” on ethical issues, which are typically offered twice per year. In addition, education to specific groups can and has been offered upon request. Other educational opportunities include:

- a) Participating in the Champlain Centre for Health Care Ethics (CCHCE) Annual Ethics Education Program, and/or the Annual Ethics Symposium.
- b) Joining the bi-monthly “Ethicist is in” drop-in sessions.
- c) Attending the monthly Regional Ethics Rounds presentations.

To learn more about my role as an ethicist, or to speak about an ethical issue you are having, contact Gayla Desjardins at ext. 2015, or e-mail me (Josh Landry, Regional Ethicist) directly at [joslandry@toh.on.ca](mailto:joslandry@toh.on.ca).

# The Visit of the Memorial Cup

The Memorial Cup has a rich tradition that has shaped the way junior hockey is played in North America. The trophy was originally known as the OHA Memorial Cup and was donated by the Ontario Hockey Association in March, 1919, in remembrance of the many soldiers who paid the supreme sacrifice for Canada in the First World War. In 2010 the Memorial Cup was rededicated to the memory of all fallen Canadian Military Personnel killed in combat serving our country. Also attending was coaching legend and member of the Hockey Hall of Fame, Brian "Killer" Kilrea.



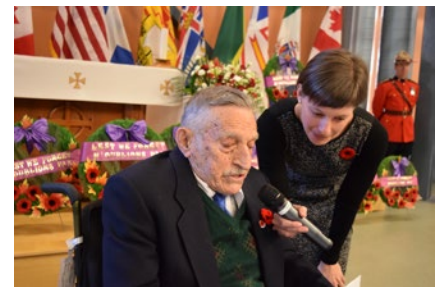
# CFL Grey Cup Visit



Thank you to the CFL, VAC Parliamentary Secretary Sherry Romanado, MP David McGuinty, CFL players and alumni and our CEO Akos Hoffer for hosting an exciting Grey Cup Meet and Greet for residents, family, staff and volunteers. The Grey Cup also visited our painting tribute to The Golden Boy, Tony Golab.



# Remembrance Day, 2017



"This has been a remarkable year for our country; among the many significant events, we celebrate Canada's 150<sup>th</sup> Birthday and honour the 100<sup>th</sup> Anniversary of the Battle of Vimy Ridge and the impact that battle had on Canada coming of age as an independent nation.

...2017 was also a watershed year for Perley Rideau thanks to the support of Veterans Affairs Canada and the Ontario Government. Seated among us today are war service overseas Veterans from the Second World War and Korean War to whom we owe so much. They are joined by Veterans who have served since the Korean War and are now eligible for long-term care at the Perley Rideau.

This decision to expand the eligibility of Veterans so that Perley Rideau staff can provide their unique care ensures that the health centre will continue its important dual role of caring for both community and Veteran residents in the years ahead."

(Excerpt of remarks by Ron Buck, Vice Admiral (Retired) CMM, CD, RCN, Chairman, The Perley and Rideau Veterans' Health Centre Board of Directors and Master of Ceremonies for Remembrance Day 2017.)



# TO VIMY AND BACK AGAIN

JOHN NEWELL



John's Mother and Pilgrims ~ 1936

Never having been outside Ottawa and never seeing a statue larger than Queen Victoria's on Parliament Hill, 14 year-old John Newell travelled across the Atlantic with his Mother, Father and Sister, Jocelyn, aboard the RMS Ascania to participate in the unveiling of the Vimy Ridge Memorial in 1936. After returning to Vimy Ridge eighty-one years later, John reflects on that first trip.

"All the things I saw and did have never left me. When I returned and walked the Ridge, I swear I was not alone; Mom, Dad and Jocelyn were walking beside me. I am positive they were there. I also remember being there (at 14) and knowing that Vimy was the start of Canada."

*Old Photographs by John Newell*



John & his Mother ~ 1936



John Newell speaks about his journeys to Vimy Ridge during the Perley Rideau Remembrance Ceremony 2017

# Son of Perley Rideau Staff Member Honoured to participate in ceremony commemorating the 100th Anniversary of the Battle of Passchendaele

Cpl Adam Ryer, son of Kathy Ryer, Resident Care Liaison, is a 4th generation member of the Canadian Armed Forces

The following is an excerpt from Adam's personal reflection of his experience during the Passchendaele ceremonies of 2017. To read the full story, please visit [perleyrideau.ca](http://perleyrideau.ca) > newsletters > Vol 20-08 > Passchendaele Memory.



I now serve the Royal Canadian Air Force as an Avionics Systems Technician on our CF-18 Hornets in Cold Lake, Alberta. Simply put, I am an aircraft mechanic that specializes in electronics. In my mere 7 years of service, I have been blessed with many opportunities and a variety of deployments.

Naturally, I have been presented with many challenges while serving with the Canadian Armed Forces but from November 8th to November 11th 2017, I learned the true meaning of hardship. Not only did I learn about the battles that took place in the village of Passchendaele,

Belgium 100 years ago during WWI, I volunteered and was selected to honour those who fought, where they had fought.

When I first stepped off the Airbus in Belgium, it felt no different than being home in Ottawa, Ontario; 15 degrees, sunny and calm. Calm, until 5 Army Sergeants began barking orders, telling us 5 different ways how they wanted 300 pieces of luggage loaded into a cube van.

150 Canadian soldiers, selected strangers from all over Canada, stepped off the Airbus that day in Belgium. Among them, 5 of us belonged to the Air Force. 4 of us



The Ypres (Menin Gate) Memorial in Belgium.

became members of the Vigil. The Vigil -as we referred to it- is a ceremonial position held by 4 service members who stand at the four quadrants of a memorial or designated area, heads bowed, hands placed on the butt of a downward-facing rifle with its muzzle resting on the member's foot. This position is held without movement for the duration of a parade and is a symbol of mourning, to honour those who sacrificed their lives for our freedom.

I will be honest, I was heading to Belgium under the impression there was only to be one parade to participate in, as did most of us. Over the next 4 days, there had been 7 parades scheduled. My concern at that time; I had only packed 1 shirt!

Over the next 4 days, my smelly shirt had grown to become the least of my concerns. While standing Vigil, staring at my boot, shivering in the rain while my nose dripped like a broken faucet throughout the ceremonies, I listened intently to the speeches and the knowledge passed on. These were not your typical Canadian Remembrance Day ceremonies. These ceremonies related specifically to each monument which told its own story. These locations were where it all took place. This was WWI. The ground beneath my boot was the battleground. I was breathing the same air where hundreds of thousands



of soldiers drew their last breath, exactly 100 years ago. These ceremonies suddenly felt very heavy. Very real. There were tears shed. There was deafening silence.

Naturally, after standing motionless for 1 hour and 45 minutes, in the cold rain, staring at my boot, I looked like a bag of hammers when commanded back to attention. My muscles refused to function. My eyes struggled to focus. Snot was running down my face, but I marched off proud with my fellow Vigil, knowing they too endured. Aware now that what we had just endured, although one of the most challenging experiences of my life, was nothing compared to what those soldiers in 1917 had to endure; the same climate, mud fields that were impassable, chlorine gas attacks, urinating on cloth and wearing them as masks for protection from said gas, being shot at and mortared for months on end while taking refuge in trenches. The list of hardships is endless.

**To read more, visit [perleyrideau.ca](http://perleyrideau.ca) > newsletters > Vol 20-08 > Passchendaele Memory**



If you are a rugby fan living in Ottawa, then you must know Natasha Smith, Ontario Rugby female of the year for 2017 and a member of the Canada Ravens Women's Squad for the World Cup. Natasha's familiar smile is featured on signs and billboards in and around Carleton University and she is the daughter of Perley Rideau Staffer, Lorraine. Congratulations all around, we look forward to hearing more about Natasha and the successes of the Canadian team.

# Christmas Tree Sale



All proceeds go to local charities, including the Perley and Rideau Veterans' Health Centre Foundation

1877 Innes Road (between Cyrville and Blair)  
3798 Bank Street (between Lester and Conroy).

Prices start at \$45



**2018 Team  
Perley  
Rideau  
Ottawa Race  
Weekend –  
May 26-27, 2018**



Join your colleagues in fundraising for the Perley Rideau Foundation in Ottawa Race Weekend! Walk, run, or skip your way in any of the Ottawa Race Weekend events or support a co-worker. To learn more contact Sara Francis at 613-526-7173, sfrancis@prvhc.com.



**17<sup>th</sup> Annual Perley Rideau Night at the Races**

**Thursday, May 10, 2018**

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

**Rideau Carleton Raceway and Slots**

\$60 includes reserved dinner seating, live race program, \$2 betting voucher, and \$20 income tax receipt.

**Silent auction and great raffle prizes to win!**



**SAVE THE DATE!**



**More info to come soon...**





**2017 Perley Rideau Foundation  
Christmas Cards**

**Available soon in the Gift Shop**

**Suggested donation of \$10.00/package  
(10 cards)**

All proceeds go to support the Foundation

**Featuring the artwork of  
Mr. Charlie Beddoe — read about his story  
in the latest edition of the *Between Us*  
magazine!**



The Trinity Development Foundation generously donated tickets for Veterans to the Ottawa Senators' Canadian Armed Forces Appreciation Night. The Senators won, and Chief of Defence Staff Jonathan Vance stopped by to say hello to the Perley Rideau residents who attended – a great time was had by all! Pictured are Jim Peck; Arnold Roberts; Phil Lepage; and Chief of Defence Staff Jonathan Vance.



The family of Richard 'Willie' Richardson gathered around the Tree of Life to place a Silver Leaf in his memory. Remembrances of Willie were shared and the family had the opportunity to thank Perley Rideau staff for their excellent care of Willie. L to R: Carol Donovan, Bob Hutchingame, Heather Hutchingame.



Thank you to the Royal Naval Engineers' Quart Club for your generous donation of \$6,070! Each year on Remembrance Day members of the RNEQC come to the Perley Rideau to visit with Veterans and present a donation. Over the past 22 years the RNEQC has given over \$28,000 in support of the Veterans who call the Perley Rideau home. Pictured are members of the RNEQC, Foundation Board and staff, and Perley Rideau residents.

If you have '... no home to go to – come here. The staff spoil us. In fact, it's a little embarrassing you know'.

*Remarks of  
Maj. (Ret'd) Gerald Bowen*



## OSAA and The Perley Rideau

10 NOVEMBER, 2017

If you have “... no home to go to – come here. The staff spoil us. In fact, it's a little embarrassing you know”. These are the opening remarks of Maj. (Ret'd) Gerald Bowen, a resident at the Perley and Rideau Veterans' Health Centre (the Perley), during the reception mounted by the Ottawa Service Attachés Association (OSAA) at the Perley last night. OSAA is an association of the Defence Attachés from around the world and posted to Ottawa and who have taken the Perley Rideau under their wing to raise money and to try and make life better for the veterans served by the Perley Rideau.

This year OSAA has worked five months to gather 43 sponsors, mostly defence contractors, who donated \$33,549.43, money which, with the personal contributions from the Gala Thursday night, is enough to completely renovate the dining facilities at the Perley Rideau. This is the biggest fundraising event ever undertaken by OSAA and will continue under the auspices of Project Perley.

The reception was well attended by military, diplomatic envoys (Ambassadors from Korea and Latvia at least), defence attachés, sponsors, Veterans from the Perley Rideau, and many Veterans' family members. There were addresses to the reception from Col. Thad Hunkins,

Defence Attaché from the United States of America and representing OSAA, Mr. Akos Hoffer, CEO of the Perley Rideau, and Vice Admiral (Ret'd) Ron Buck, Chair of the Board of Directors. However, it was Mr. Bowen's speech from his wheelchair that seemed to touch the crowd most. “We're happy here because of you.” he stated. “I don't think there would be any other place on this earth where we can be as well treated as we can here at the Perley Rideau. They're so good to us”.

Before the big cheque was revealed, there was also a presentation to Ms. Louise Mercier for her fundraising efforts and assistance over the years. The Governor-General was unable to attend but sent a note to OSAA hoping their actions will “inspire others to do the same”. OSAA had this note framed along with the Angel Heart Award noting that Ms. Mercier was “a best friend to OSAA and Canada's military”.

After this presentation, the cheque was unveiled for \$33549.43 and the reception resumed.

© Richard Lawrence

Originally published

<http://www.richardlawrencephotography.ca/>

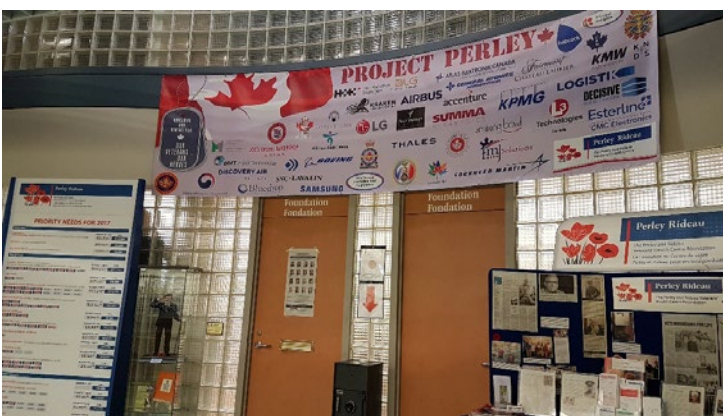




Thank you to members of the UN-NATO Veterans of the National Capital Region for coming to visit with Veterans on November 11th. Members were given a tour of the Perley Rideau and spent the afternoon in the pub swapping stories with residents. L to R: Carloman Boisvinu; Gordon Jansen; Charlie Beddoe; Eric Daigle and Carole Morissette.



Long-time Chair of the Perley Rideau Family and Friends Council, Ray Bailey, recently stepped down-closing the chapter on an outstanding term where he improved and enhanced the quality of residents' care. Thank you Ray for your unwavering support of Perley Rideau residents, families, and friends. L to R: Doug Brousseau, Chair, Foundation; Ray Bailey, Past-Chair, FFC; Daniel Clapin, Executive Director, Foundation.



If you've been to the Foundation recently you may have noticed a new face! Ottawa-area figurative artist Maria Saracino donated her polymer sculpture entitled *Lest We Forget* to the Foundation, so that the piece could be enjoyed by residents and their loved ones. The character's face is based on Cpl. Clement Gosselin, a WWII veteran who served as a wireless operator at Juno Beach. Thank you Maria for enriching the home of the Perley Rideau's 450 residents! To see more of Maria's work, visit [www.mariasaracino.com](http://www.mariasaracino.com).

## Foundation



The Second Benefit Fashion Show and Shop Event, hosted in October by Nygard Style Direct and consultant Kathy Watson-Leblanc, was a huge success! Attendees had the opportunity to view and purchase clothing from Nygard as well as from 30 other vendors with specialization in clothing, women's accessories, food, and seniors' services. \$2,074 was raised over the course of the event – thank you to all who participated, and thank you to Kathy for your amazing work! These funds will be used to support the Therapeutic Recreation and Creative Arts Program. Pictured is organizer Kathy Watson-Leblanc.

Organizers of the Mark Lindsay Memorial Golf Tournament came to the Perley Rideau to see the impact of their fundraising in person. Earlier in the summer the Tournament raised over \$16,000 for the Foundation, to purchase three new ice machines. Thank you to the organizers of the Tournament for your hard work and dedication! L to R: Daniel Clapin, Executive Director, Foundation; Sandra Perron, Director, Foundation; Lorie Stuckless, Director of Support Services; Keith de Bellefeuille Percy, Vice-Chair, Foundation; Sara Swales, Food and Nutrition Aide; the organizers of the Tournament including Anne Lindsay; and Delphine Haslé, Development Officer, Foundation.



You've heard of Black Friday and Cyber Monday, but how about Giving Tuesday? A global movement for giving and volunteering where people are encouraged to give back to the causes that matter to them. Foundation staff went to City Hall to rally the spirit of generosity - thank you to all who supported the Perley Rideau Foundation this Giving Tuesday!

L to R: Delphine Haslé, Development Officer, Foundation; His Worship Jim Watson; Daniel Clapin, Executive Director, Foundation.

## PERLEY RIDEAU

I am seeking 30 people to Test **Hearing Aid Technology** for **FREE**

## Test Persons Wanted



Hi, I'm Anita, your hearing care provider at the Perley Rideau. At Helix, we are committed to caring for your hearing. We know that a hearing loss can have a large impact on your life and can be challenging.

The good news is that there is a wide range of help available. Our clinic conducts free research trials, if you are interested, please give us a call.

### Do you know the signs of hearing loss?

- Does it sound like people mumble when they are talking?
- Do you often misunderstand what people tell you?
- Is it difficult for you to understand speech in noisy places?
- Do you find it difficult to work out which direction sounds are coming from?
- Do you have trouble hearing when on the phone?
- Are you often told you have the TV volume turned up too loud?

If you answer "yes" to more than one of these questions, call Anita at the Perley Rideau for hearing health advice.

helix  
hearing care

better service

better hearing

better living

613-319-8074

## Topic of the month:

## Hypoglycemia Awareness

### Signs/Symptoms of Hypoglycemia



**SLEEPY**



**SWEATING**



**WEAKNESS  
FATIGUE**



**RESTLESS**



**DIZZINESS**



**SHAKING**



**BLURRED  
VISION**



**HUNGER**

***If you are experiencing the signs of a low blood sugar level, check your blood sugar immediately. If you don't have your meter with you, treat the symptoms anyway.***

### What is Hypoglycemia?

When the amount of blood glucose (sugar in your blood) has dropped below your target range (**less than 4 mmol/L**), it is called low blood glucose or hypoglycemia.

### How do I treat low blood glucose?

**Eat or drink a fast-acting carbohydrate (15 grams):**



4 glucose tablets



3 packets (1 tbs\*) of  
sugar dissolved in water  
*\*tbs: tablespoon*



175 mL (¾ cup) of juice  
or regular soft drink



15 mL (1 tbs)  
of honey

**2. Wait 10 - 15 min then test your blood sugar again. If it is still low (<4 mmol/l) then treat again.**

**3. If your next meal is more than one hour away, or you are going to be active, eat a snack\*. Wait 45 - 60 minutes before driving.**

*\*Examples of a snack: 15 g carbohydrate + protein source*



1 slice of bread and  
peanut butter



Cheese and crackers



½ cup of milk and  
2 cookies

### Why is it important to treat low blood glucose?

If your blood glucose drops very low, you may need help from another person. Very low blood glucose can make you:

- Confused and disoriented
- Lose consciousness
- Have a seizure

# Tips for the Holidays

Sometimes it seems as though the whole world goes a little crazy in December. Holiday marketing, events, plans and parties are everywhere. Even when celebrating the holidays is not our family or faith tradition, it's almost impossible to duck the effects.

A change in routine, a noisy event, even a quiet family get-together can be stressful for a person living with dementia. But there are ways to at least reduce the confusion or anxiety that can arise. Consider these suggestions culled from The Dementia Society Care Coaches and a newsletter produced by the Alzheimer Society of British Columbia in 2011.

- ✓ **Engage one sense at a time:** Overwhelming a person diagnosed with dementia is often an issue. If you're having a conversation, avoid playing music or having the TV on. If you're outside and looking at the snowy street, you don't need to also be talking.
- ✓ **Be conscious of noise levels:** At family or other gatherings, be conscious of lots of people talking, music, etc. Make sure to have a quiet area available where someone can sit with the person with dementia.
- ✓ **Adjust for meal times:** Be ready to adjust for the person with dementia. Table talk can be loud and hard to follow. A full plate of food can be just too much. Using a knife and fork may now be difficult. Finger foods are always a good choice. A separate table with one or two others could be set up.
- ✓ **Prepare family and friends:** Before visiting, let family and friends know of any changes to the person with dementia's condition. Providing them with tips such as the ones here provided can help prepare them and reduce both your anxiety and theirs.
- ✓ **Plan shorter, smaller visits:** Keep social times that include the person with dementia short. For many people with dementia, it is the cumulative effect of noise, people and confusion that can be upsetting.
- ✓ **Take turns:** In larger groups, arrange ahead of time for each person to 'take a turn' supporting the person with dementia. (Staying by the person's side. Watching for any upset. Being ready to take him or her aside to a quieter space.)
- ✓ **Visit at home:** If physical or other conditions make it difficult for the person with dementia to go out, visit the person in his or her space. If you are part of a larger family, schedule half hour visits in small groups. Spread these visits over several days. Alternatively, many retirement and long term care homes have rooms you can book and, with notice, decorate.
- ✓ **Avoid lots of questions:** Sometimes we so want our person with dementia to have a good time that we try too hard to involve him or her.
- ✓ **Take care of yourself:** Especially if you are a caregiver, take care of yourself too at this busy time of year. When others offer to help – say yes! Schedule time to recharge your batteries.
- ✓ **Reach out:** Because we're here to help!

Cherish fond memories. Accept that things have changed, and acknowledge how this affects you. Know that feelings of sadness, loss and anger are normal and sometimes we try too hard to make everything nice and right. Share those feelings with others and set yourself free from the burden of being in charge at all times.





As we neared the end of videotaping for the segments that will power Perley Rideau Active Seniors, our new website, we shared a few of the behind-the-scenes photos. A proper thank you is forthcoming but we appreciate the enthusiasm and endless support from residents, staff, former staff, volunteers and friends who believed in our project. Watch for the launch of the website early in 2018.

## Paypool Winners: \$100 each

### November 16

- Mecelina G. – F & N
- Colleen T. – G1N

### November 30

- Sabina L. – Assisted Living
- Dina O. – Ottawa 1 East

**Next Draw Will Be December 14<sup>th</sup>, 2017**

## Vol. 20-08

### 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](mailto:jinnes@prvhc.com).

Please note that the newsletter is available online at [www.PerleyRideau.ca](http://www.PerleyRideau.ca). All submissions are welcome.

## Want to stay in touch with Perley Rideau?

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



Perley Rideau



Perley Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
/ Foundation