

# The Perley Rideau News

Vol. 22-03

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



## Celebrating a Banner Year!

Dr. Doris Grinspun (right), CEO of the RNAO, celebrates our BPSO designation with nurse, Veteran and resident Pierette Leblanc.

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### INSIDE

- Ask Akos Anything Town Hall feedback, page 13
- Leaders gather to improve North American long-term care, page 11
- Elder Abuse Awareness Week, page 19 and more



# Our Strategic Plan 2010-2025

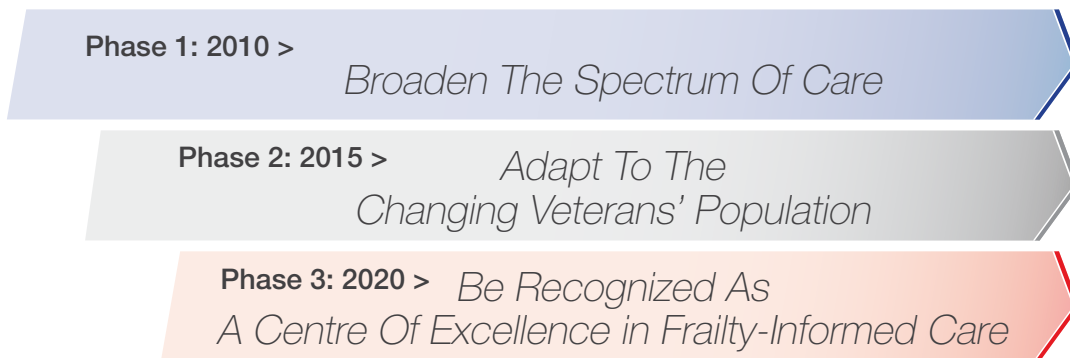
Through a series of five-year business plans, the Perley Rideau 15-year Strategic Plan runs to 2025. In 2017, the plan was updated to address key challenges, such as demographic trends, and takes advantage of our facility, and staff expertise and experience.

**Our Vision: Leading innovation in frailty-informed care to enable seniors and Veterans to live life to the fullest.**

To realize this Vision, we will pursue four major strategies: Excellence in Care and Service; Ensure Sustainability; Maintain a Quality Workforce; and Lead and Advocate for Change. These four pillars support the Strategic Plan and guide our annual objectives.

Every initiative can be linked to one of the four pillars. As a way of organizing newsletter content, information and news is be linked to a dominant pillar, although many items can be linked to more than one pillar.

## Strategic Plan 2010–2025



Four pillars support the Strategic Plan and guide the Perley Rideau's annual objectives



### **Excellence in Resident Care and Services**

Deliver high-quality care in a happy living environment



### **Ensure Sustainability**

A sustainable centre delivering best value for money



### **Maintain a Quality Workforce**

An effective, high-quality workforce operating in an exciting work environment



### **Lead and Advocate for Change**

A credible, nationally recognized leader in frailty-informed prevention and care. A valued partner to government, community and other healthcare providers.

The updated Strategic Plan is on our website: [www.PerleyRideau.ca](http://www.PerleyRideau.ca)





## Mihiret Sinkie

Mihiret Sinkie is back for her second year as the Summer Youth Student Assistant. Once again, she will coordinate the teen volunteer program, providing guidance, support and managing the youth volunteer schedule.

Mihiret is a nursing student at uOttawa who has been volunteering at the Perley Rideau since 2015. She continues to volunteer Sunday afternoons with the Table Tennis program in Seniors' Housing. Mihiret looks forward to working with the Perley Rideau again this summer, but in a different capacity, and is looking forward to meeting all of the new volunteers.



## Danny Sinden

Our Centre of Excellence in Frailty-Informed Care is rapidly advancing and we are positioning our leadership team to ensure its continued growth and success. Danny Sinden has accepted the role of Director, Centre of Excellence and Research Operations, reporting to the Chief Operating Office.

In her new role Danny will provide administrative leadership for Centre of Excellence operations, ensuring integration and alignment of activities. Danny will be responsible for the day-to-day operations of the Applied Research pillar, working closely with the Research Chair to develop and implement the overall research strategy for the Perley Rideau. She will also work closely with the Director of Clinical Practice, Jennifer Plant, who is the designated lead for the Centre's pillars of: Innovation in Education, Best Practices and Knowledge Translation; and Excellence in Care.

Danny joined the Perley Rideau in 2016, with leadership experience in both clinical operations and research operations. She has been a tremendous asset to the Perley Rideau working towards realizing our strategy of establishing a Centre of Excellence in Frailty-Informed Care. For those of you who have worked with Danny, you will know she is bright, solutions oriented, and a terrific team player. Her passion is health research and we are lucky to be able to put her talents to best use!



Robyn Orazietti, Coordinator, Therapeutic Recreation and Creative Arts, was presented with the Korean Veterans' Association pin and hat to recognize her as an honorary member of the Korean Veterans' Association Unit 7. Pictured with Robyn are Veterans Phil Lepage (left) and Bill Black (right).



### Katrin Spencer

Katrin Spencer is responsible for managing the Seniors' Village Expansion at The Perley and Rideau Veterans' Health Centre. She brings a depth of practical work experience in clinical, administrative and project management positions to this role.

Most recently, Katrin led the Long-Term Care Redevelopment and the roll out of a co-design strategy for the Seniors' Village at Arnprior Regional Health to better serve the seniors of the greater Arnprior community. Learning and seeing first hand that social isolation is one of the biggest risk factors for our senior's population, she successfully advocated for funding and implemented a Seniors Active Living Centre in the Ottawa Valley. Prior to moving to Canada, Katrin gained hands-on experience when working for multiple years internationally at organizations caring for physically and mentally disabled youth, adults and seniors.

Originally studying medicine in Germany, followed by graduating from the University of British Columbia in Neuroscience, Katrin has always been involved in the medical profession in different capacities. In 2016, she graduated from University of Ottawa with a Master of Health Administration, which complemented her knowledge in both sides of health care, from clinical to administrative roles and responsibilities and the duties these roles have to residents and patients.

After many years abroad, Katrin now calls Ottawa her home. When Katrin is not busy raising her family and being a hockey mom of two boys, she enjoys being a violist in an Ottawa-based orchestra.



### Carolyn Young-Steinberg

Congratulations to Carolyn Young-Steinberg for completing a Bachelor of Social Work (BSW) from the University of Victoria. This program emphasizes social justice, Indigenous and anti-oppressive approaches to working with communities, families and individuals – skills that Carolyn brings to her daily work at The Perley and Rideau Veterans' Health Centre.

During her BSW course, Carolyn had the opportunity to participate in a Practicum Placement. This experiential learning lets the student apply what they have learned in course work to practice situations. It is intended to strengthen skills, knowledge and understanding. Jennifer Plant, Director of Clinical Practice, had the great opportunity to supervise Carolyn's practicum and learn alongside her as she supported the development of discharge practices in the SAFE (Sub-Acute for the Frail Elderly) unit. Carolyn was and continues to be a critical member of the Perley Rideau team.

Congratulations to Carolyn on her commitment to life long-learning and this fantastic achievement!

# New Foundation Executive Director takes the helm



The Board of Directors of The Perley and Rideau Veterans' Health Centre Foundation is pleased to introduce its new Executive Director, Delphine Haslé, CFRE. The Foundation Executive Director is responsible for providing oversight and leadership, strategic direction and initiatives in fundraising to meet our commitments to the Health Centre.

"It is an honour to lead the fundraising team at the Perley Rideau," says Delphine. "I look forward to inviting donors to invest in Canada's very first Centre of Excellence in Frailty-Informed Care and our expanding vibrant Seniors Village. I am passionate about our mission and I am committed to achieving results for the Perley Rideau."

"I would like to congratulate Delphine on her new role," says Foundation newly-elected Chair Keith de Bellefeuille Percy. "Having worked with her for the past 6 years, I know she brings both leadership and a wealth of knowledge about fundraising to the position. The Board and I look forward to working with her."

Delphine will take the helm after the retirement of Daniel Clapin, ACFRE, the Foundation Executive Director for the past 9 years. The Board of Directors of The Perley and Rideau Veterans' Health Centre Foundation thanks Dan for his dedicated service to the Perley Rideau.

On June 12th, The Foundation Board elected its officers for 2019-2020:

**Chair:** Keith de Bellefeuille Percy

**Vice-Chair:** Nancy Schepers

**Treasurer:** Robert Eagan

**Secretary and Executive Director:** Delphine Haslé



***"75 years ago today, thousands of Canadians participated in one of the most audacious military operations in history: Operation Neptune, the invasion of Normandy. The success of D-Day turned the tide of the Second World War and made it possible for us to enjoy the quality of life we experience today. To the men and women who participated either directly or indirectly in D-Day – and a few of them live here at Perley Rideau – we all owe you a debt of gratitude that can never truly be repaid."***

***Remarks of Kristan K. Birchard, Chair, The Perley and Rideau Veterans' Health Centre Board of Directors during the commemoration of the 75th Anniversary of D-Day on June 6th.***



I wanted to send along a note of appreciation to the staff on Gatineau 1 South (G1S). They made my father's dying so much easier with their warmth, professionalism and obvious concern for his comfort.

"Appreciation" is a bit of an understatement but I can't think of a word that exists that properly expresses our gratitude.

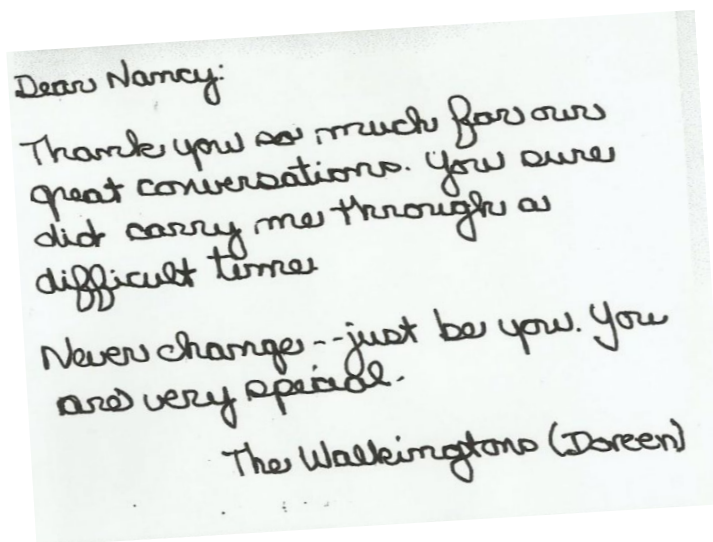
Please send along our thanks and our inadequate words of that appreciation for everything they did to make his life and death better.

Best regards,

Michelle E.

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Tribute to palliative care volunteer, Nancy L.



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To the staff of Rideau 1 South:

Sometimes I have no words and then they all come at once but totally jumbled. While I have some minimal capability of putting two thoughts together tonight, I want to tell everyone who helped look after Dad what an outstanding and exceptional job you all did.

I simply cannot speak highly enough of The Perley Rideau staff, on all levels in all areas. The compassion you have for the residents/patients is amazing and I loved watching how you interacted with him day in and day out.

Shaun Lee T. (excerpt)





# Tributes

“When I refer to the Dream Team - I mean Deena, Heather, Kingsley, Lorraine, Edlene and there are a couple of others whose names I can never remember as I don't see them that often. There are people who work in these difficult positions and it is a "job" to them. This group of PSWs I mentioned above are "caring people" by nature and they give the best of themselves to provide ongoing compassionate care - treating these residents with kindness and dignity.”

Anita W.

Dear Catherine,

Karin and I appreciated all the care and attention you gave to make our Dad's meals perfect. Michael appreciated not having onions on his salad. Thank-you for preparing his last lunch, even after you had cleaned up. We are thankful.

Eric and Karin

A BIG THANKS to Rideau Pearly Veterans to all staff involved in my dad's care for the short time he was with you. He received great care constantly and the attentiveness was appreciated.

Thank you to Shaun in Finance for always taking time for me and to explain and make everything so much easier / All PSW, Azmin, Paul, Mafalda and many more whose names I'm unable to remember, however, if I saw your face I would remember the care you have given my Dad / the wonderful nurse Stephanie and all the other nurses involved in dads care, each and everyone took time to involve me in all aspects of what what going on. Thank to Rhonda at the front desk for her big smile and her kindness, what a grand lady! Thank you to all the other front desk staff for their kindness.

Respectfully

Sandra B. (daughter)

Chad M. (Grandson)

Jessica M. (Granddaughter)

Brent B. (Son)

I want to express my heartfelt appreciation and say how happy and full of admiration I am for the staff who came in this morning despite the adverse weather. From the bottom of my heart I would like to commend those staff and give a big thank you to each and everyone of you.

Everyone on my unit chipped in from the Supervisor to the Manager. They all assisted all the residents to make sure they were well taken care of and served their breakfast.

I am so proud of the great team here at the Perley Rideau. Everyone is amazing. Thank you again for putting us first!

Gerry B. Resident



# A Banner Year:

## The Perley and Rideau Veterans' Health Centre Accepts the Best Practice Spotlight Organization (BPSO) Designation During Nursing Week 2019

On May 10, staff, residents and family members were joined by healthcare workers from across the region and VIPs to celebrate the Perley Rideau's achievement as a Best Practice Spotlight Organization (BPSO). Dr. Doris Grinspun, Chief Executive Officer of the Registered Nurses' Association of Ontario (RNAO), visited the Perley Rideau to celebrate Nursing Week 2019 and honour this rare achievement for a long-term care home.

The BPSO initiative involved a three-year commitment to implement internationally-recognized Best Practice Guidelines (BPGs) that provide current, comprehensive recommendations for resident care based on the latest research evidence.

During the journey to BPSO designation, the Perley Rideau implemented and sustained best practices related to four areas: pain management; falls prevention; skin and wound management; and caring for residents with delirium, dementia and/or depression. More than 70 members of the Perley Rideau's staff were formally trained as "Best Practice Champions" during three years. Five new Champions were recognized during the event including Amber Rinfret, RPN, the current the BPSO liaison leading champion engagement and BPSO sustainability programs.

Although the RNAO represents more than 40,000 nurses and the evidence is based in Nursing knowledge, the BPSO designation program touches the entire Perley Rideau team. In attaining the BPSO designation, the Perley Rideau recognizes the commitment of all staff including Support Services, Human Resources, Allied Health and members of the Therapeutic Recreation and Creative Arts Programming team.

Daniela Acosta, Registered Nurse and former BPSO liaison, helped establish the Champion network. Acosta directly linked the BPSO work to improved practice to benefit residents, including a reduction in falls. She attributed the decline to the introduction of hourly comfort

care rounding on residents to meet their needs and improved screening.

Joined by resident Pierrette Leblanc, a Veteran and retired nurse, a new banner was revealed to commemorate the BPSO achievement. The banner now hangs in the atrium that leads to the Health Centre.

In one of several tweets in the hours after the celebration, Dr. Grinspun commended the Perley Rideau team and encouraged the organization to continue to lead in the health sector.

"BRAVO Perley Rideau for leading the way for Nursing Homes in Ottawa. You are the BEST and being a BPSO makes you shine even brighter! I hope you will be part of an #OntarioHealthTeam and share your expertise on person-centred care, evidence-based practice & love," wrote Dr. Grinspun in her tweet of May 10, 2019.

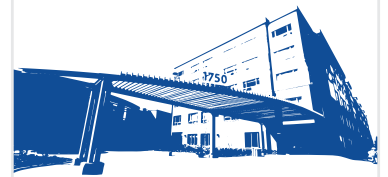
Acosta says that works continues for the "Champions" and the entire Perley Rideau team. Planning is underway to leverage the BPSO achievement to address unmet needs in the healthcare sector. "This might seem like the end, but really, it's only just the beginning."



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

DESIGNATED AS A  
**BEST PRACTICE  
SPOTLIGHT  
ORGANIZATION®**

2019







Photos from the BPSO celebration





# SeeMe™

## Understanding frailty together.

### Update on SeeMe™:

#### Understanding *frailty* together

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

We have received a lot of positive feedback about the SeeMe™ care conference Agenda and Goals of Care Tool that are being used during care conferences on all long-term care units. For residents and family members who haven't yet had their care conference since February 2019, these tools will be emailed out prior to the care conference. These tools are also available on the Perley Rideau website, in the family resource document holder on each unit, and in each care conference room. For residents and family members, it is helpful to review the tools prior to the care conference to think about some of the future health and personal care preference decisions.

In terms of the rollout of the full SeeMe™ process, which includes the Comprehensive Frailty-Informed Assessment completed prior to the care conference, two new units have been rolled out every two months. Units with the full SeeMe™ process are O2E, R2S, G1N, G1S, O1W, and R2N. This represents 50% of the Perley Rideau's long term care units. We are well on our way to becoming a frailty-informed care health organization that identifies and assess frailty as standard clinical practice. Thank you to staff, physicians, families, and residents for your commitment in adopting the new SeeMe™ tools and processes!

As part of the program evaluation for SeeMe™: Understanding *frailty* together, surveys have started to be distributed to families, physicians, SeeMe™ mentors, and registered staff who have received training. Please complete the surveys to help improve the SeeMe™ program to optimize the provision of frailty-informed care for residents at the Perley Rideau.

We will be presenting about SeeMe™: Understanding *frailty* together and its program evaluation at the Canadian Frailty Network National Conference on September 26, 2019 in Toronto.





## North American leaders gather at the Perley Rideau to advance safety and quality issues in long-term care

Mary Boutette, Chief Operating Officer, was joined by members of the Perley Rideau community to host healthcare leaders from across Canada and the United States to address – and improve -- quality and performance issues in long-term care.

The Seniors Quality Leap Initiative (SQLI) is 13 member organizations and nine strategic partners from across North America. Its mission is to enhance the quality of life and care for seniors by utilizing a structured approach to quality and performance improvement and sharing those recommendations to the broader post-acute and long-term care sectors.

Over the two-day event in early May, residents of the Perley Rideau were joined by family members and caregivers to share insights into patient interactions through breakout sessions, supported by testimonials and hands-on experience.

With the goal of enhancing the quality of life and care for seniors by utilizing a structured approach to improvement and then disseminating those recommendations to the post-acute and long-term care sectors, the topics addressed included the Joy in Work project, caring staff activities, resident quality of life and creating a toolkit to provide the best care.

The Perley Rideau has been a proud member of SQLI since 2015. The Perley Rideau's journey of continuous improvement aligns with the organization's recent achievements earning Exemplary Status from Accreditation Canada (2018) and recognition as a Best Practice Spotlight Organizations (BPSO), as awarded by the Registered Nurses Association of Ontario (RNAO) (2019).



# CURRENT VOLUNTEER REQUESTS

JUNE 2019

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



## Friendly Visitors:

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



**Art with Bree**  
**Multi-craft program**  
**Wednesdays 1:15 - 3:45pm**  
Portering residents, assisting  
with craft projects.

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

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

**Beauty Salon**  
**Wednesdays 9:30 - 12:00pm:**  
Porter female residents to/from the  
salon, provide companionship &  
assist hairdresser with light duties.



**Deborah's Gift Boutique**  
**Starting September 2019**  
**Thursdays, Saturdays 1:00 - 4:30pm:**  
Help in our retail shop while raising funds for resident's needs.

**Physio Exercise Classes**  
**Any weekday morning**  
Portering residents,  
assisting staff.

**Ticket Sales for Catch the Ace**  
**Friday to Tuesday daytime**  
Cash sales of tickets,  
explaining how it works.  
Training is provided.



**Volunteer buddy/Navigation partner for volunteer with disability -**  
**Thursdays 1:30 - 3:30pm:**  
Assist with safe navigation through home while visiting with veterans.

**Ottawa 2 West dining room assistance -**  
**Any evening of the week:**  
Feeding residents (training provided) or assisting with  
set up, clean up, portering and visits.



**Creative Arts Studio: Woodworking**  
**Mondays, Tuesdays 9:00am - 12:00pm**  
Porter residents and help them with their projects.  
Assist staff with preparation and clean up.



# A<sup>3</sup>

**ASK  
AKOS  
ANYTHING**

## TOWN HALL

**8** Town Halls

**123** Attended

**30** Surveys Completed

**5** Questions, rank between 1 (LOW) to 3 (HIGH)

**2.64**

**Average Score  
(88% average)**

**2.7**

**Highest average response.  
Same score for questions 1,3,4**

**2.5**

**Lowest average score.  
Question #2**

### Survey Questions

Please rate the following questions from 1 – 3

(1) poor, (2) good and (3) excellent

- 1. Clarity and completeness of the presentation \_\_\_\_\_
- 2. Were you able to get an answer to something you had been questioning? \_\_\_\_\_
- 3. Were the presentations helpful to you in understanding the issues that were addressed? \_\_\_\_\_
- 4. Sufficiency of time for questions and feedback \_\_\_\_\_
- 5. Overall rating for session \_\_\_\_\_





### Questions

**Q: Were other options pursued instead of development where Lupton Hall now stands?**

**Akos:** Over the last two years, the Board of Directors, Senior Management and a team of expert development advisors have worked hard to explore many different development options across our campus – and beyond. This in-depth research and analysis considered long-term opportunities and constraints, including the complex underground infrastructure that exists across our campus. As I mentioned, there is a large sewer truck that runs across the property in front of the Rideau building and there is absolutely no way to build on top of the sewer.

The Lupton Hall location is one of a limited number of options that can accommodate a new building at this time, without needing to demolish and rebuild existing residential units that are home to long-term care beds. The decision to explore the Lupton Hall location for our next phase of on-campus growth was ultimately made based on the location's ideal proximity to existing Village services and amenities. The Lupton Hall location also allows us to preserve other locations on the campus for future, longer-term development and growth.

**Q: Why so many changes?**

**Akos:** We aspire to be a respected leader in seniors' care; to innovate and share our knowledge. We have an obligation to address the growing demand for seniors' care; On-campus growth is one avenue for us to alleviate some of the pressure on the system. The project is also an opportunity to improve our sustainability and financial flexibility, setting us up for continued growth and increasing our ability to bring value to the health care system and local community. As a not-for-profit, we have to be innovative while working within our parameters to grow and succeed on our journey to be indispensable to the region's health system

**Q: If parking is limited in the future, will there be accommodation for staff who do not have access to public transit?**

**Akos:** To be honest, that is a question that has not yet been considered. Generally, parking is an understood concern, and is one of several site-wide "capacity" issues being investigated as part of the overall project work. Management commissioned a parking study in early 2019 to better understand traffic flows and the timing of parking shortages and strategies are being pursued by management to address the existing challenges. Long-term parking strategies will depend on the proposed operating model and design of the new building, which will not be known until the end of Phase 1 (spring 2020).

Recognizing that parking pressures are also felt on nearby roads, I remind everyone to continue to be respectful, good neighbours in your interactions with residents on nearby streets.

**Q: Will the qualities of hope and warmth symbolized in Lupton Hall, be replicated in the new building?**

**Akos:** There will not be an impact on Lupton Hall until the start of construction, which is estimated for 2021. The proposed building would feature a new multipurpose space that would replace Lupton Hall to support the Spiritual Health needs of our community and host all types of gatherings, both large and small. In late 2019 through 2020, we'll be working with the design team and stakeholders to design interim solutions that would ensure Spiritual Health and operational needs are met during the construction period.

We also want input from the Perley Rideau community. Once we have selected a design team, there will be several opportunities for members of the Perley Rideau Community to have input into the building design, services/amenities, and logistical planning, beginning in the fall of 2019.

At any time, please send your questions and ideas through our dedicated email: [questions@prvhc.com](mailto:questions@prvhc.com).





**Q: Outside of Surge Learning and in-service training, could we have more certificate education training for staff?**

**Akos:** Certificate programs that have been supported in the past few years include: GPA, LEAP, PIECES, Wound Care, SAFE Training, Frailty Training, Mental Health First Aid, IDEAS Training, BPG Champion Training, ERCC and CPR. Each year the organization conducts a learning needs assessment to understand where to best meet staff learning needs which helps to prioritize education and training. This is a key strategy to ensure that the education and skills required to complete one’s role safely and effectively are supported.

Every year registered staff must complete a self-reflection to identify learning needs that will be the basis of a self-directed learning plan. This is a great practice for non-registered staff as well. If there is a learning need identified that the Perley Rideau can support with, please reach out to your manager or Jen Plant and we are more than happy to look at options.

You can stay up-to-date with new education opportunities on the company drive under “education” or via the education board located on the main floor with the HR board.

Thanks to the generous support of the foundation donors, you can also apply to the professional development fund to support courses, conferences, or other professional development opportunities (application on the company drive in the education folder). For more information please speak with Jen Plant , Director, Clinical Practice.

**Q: Will you consider volunteers for training opportunities?**

**Akos:** Yes! Like staff, education and training for volunteers is supported to ensure that the volunteers receives training related to their role in the organization. Volunteers are invited to a number of training and education activities, for example: palliative care training, feeding training, lunch and learns, Gentle Persuasive Approach (GPA) training, learning rounds, ethics education, and abuse and neglect education.

All volunteers are invited to complete an orientation refresher at any time, as the orientation program is updated frequently. Volunteers also have access to Surge Learning, Perley Rideau’s online training portal, which includes more than 100 course, on resident care and other relevant information.

For more information about options please speak with Rachel Stoparczyk.

**Q: As the number of beds dedicated to Veteran decline, will Veterans get to live in close proximity in the future?**

**Akos:** The original strategic plan called for dedicating the Rideau residence for Veterans and repurposing vacant Veteran units in the Ottawa and Gatineau residences. We do know the value that comes with Veterans living together in close proximity. The exact configuration of the residences will depend on the number of Veterans living at the Perley Rideau and the future physical configuration of the campus, which may change with Village Expansion. We continue to advocate with our government partners to expand the 25 beds dedicated to Other Qualified Veterans.

Also, the Independent Living apartments offer priority access to former members of the Canadian Armed Forces, leveraging our responsibility for providing for the unique clinical and social needs of Veterans.

**Comments**

- Some regrets for the loss of Lupton Hall.
- Please consider volunteers in training opportunities.
- Volunteer concern about the move of the volunteer office.
- Thank you!
- Keep up the great work!
- Sessions are valuable and important.
- Nice tribute to Dan (Clapin).
- Please schedule more time to discuss this huge and important topic.





# 121st Annual Meeting



The 121st Annual Meeting of The Perley and Rideau Veteran's Health Centre Corporation was held on Thursday, June 6, 2019, at 2:00 p.m. in Lupton Hall. Residents, tenants, families, friends, staff and volunteers, attended the event. Here is an excerpt of the remarks from Kristan K. Birchard, Board Chair.

"To all of you gathered here today, my key message is "thank you". Your efforts and support enable Veterans and other residents to live full and meaningful lives in an environment that truly feels like home. And thanks to you, the Perley Rideau continues to evolve and leads innovation in frailty-informed care.

The Perley Rideau's success is absolutely the result of a team effort – a talented and dedicated staff, active families, generous donors and a devoted army of volunteers. Our motto sums it up well: "Together, we improve the well-being of the people we serve." Each member of our team drives our success and enables us to continually make progress on our Strategic Plan.

I would like to recognize the volunteers who serve as board members and adjunct advisors. Thank you for your commitment of time, energy and thoughtful engagement to help advance the organization's strategic direction, to formulate policies and to provide serious oversight.

Many of our achievements can be linked to support from the Perley Rideau Foundation. Thanks to the remarkable generosity of donors, the Foundation is able to provide the funds needed for several leading-edge initiatives, such as the Centre of Excellence in Frailty-Informed Care and the Interprofessional Clinic at the Perley Rideau. The Foundation's support is also essential to the planned expansion of our Seniors Village."





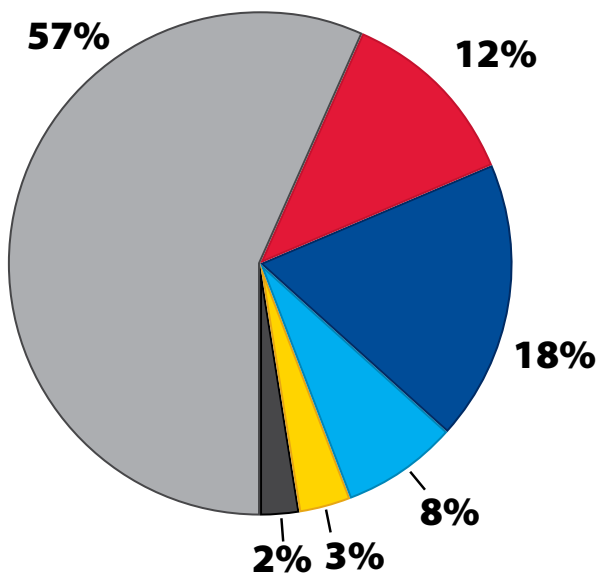
# Financial Highlights

The Perley Rideau made significant strides on the journey to become a Centre of Excellence in Frailty-Informed Care by financing new programs and planning activities. In 2018, we opened the first Sub-Acute Care for Frail Elderly (SAFE) unit and the Specialized Behavioural Support Unit (SBSU). These units bolster our commitment to fulfill unmet healthcare needs in our community. On an ongoing basis the operating costs of these units are funded by the MOHTLC and represent an approximate \$2.8m (9.3%) revenue increase, which is substantially invested in nursing and the personal care of residents. Other investments enhance future sustainability by continuing to diversify our revenue, primarily in our non-long term care operations by expanding the continuum of care services we offer to residents, tenants and seniors throughout the Champlain region.

Our commitment to investing in existing and new infrastructure is strong, as approximately \$2.8m went to capital projects, including the new SAFE and SBSU units. Similarly, more than \$500k was spent constructing the new Interprofessional Clinic to expand the availability of on-site services. Improvements within our long-term care home include new specialty beds and mattresses, appliances and information technology, such as the completion of the installation of the nurse call system.

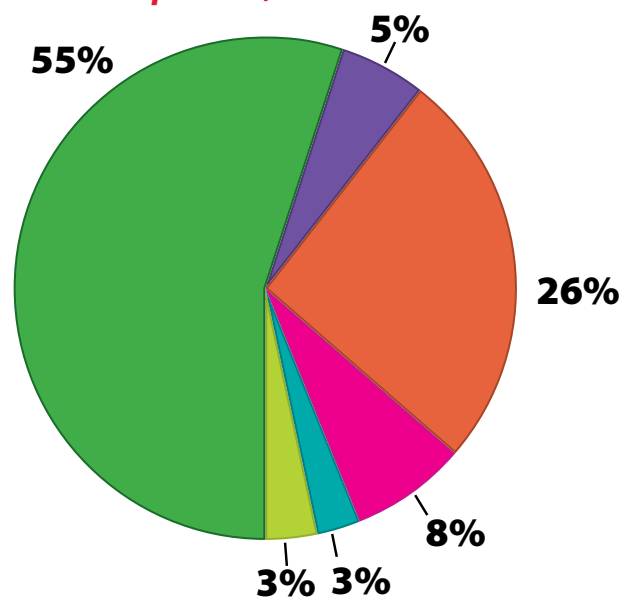
## Revenues (% of total)

**Total Revenues \$58.1 Million**



## Expenses (% of total)

**Total Expenses \$59.9 Million**



### Revenues (in Millions)

MOHLTC (LTC, ALS, CSS*)	\$33.0
Residents	\$7.0
Veterans Affairs Canada	\$10.4
Seniors Housing	\$4.4
Other services	\$1.9
Amortization of Deferred Contributions	\$1.4
<b>Total Revenues</b>	<b>\$58.1</b>

### Expenses (in Millions)

Nursing and Personal Care	\$33.1
Program and Support Services	\$3.2
Accommodation Services	\$15.5
Seniors Housing	\$4.5
Other services	\$1.7
Amortization of Capital Assets	\$1.9
<b>Total Expenses</b>	<b>\$59.9</b>

**Surplus/(Deficit) (\$1,800,000.00)**

\*LTC: Long-Term Care; ALS: Assisted Living Services; CSS: Community Support Services



# Village Expansion Update

By Katrin Spencer, Manager Seniors' Village Expansion

The Seniors' Village Expansion project is moving forward with “full steam ahead”.

This week we launched a design competition to select an architect. This unique process was intentionally chosen to invite innovation and signature design from the proponents. There will be numerous opportunities for you to provide input and feedback to the design once the successful design team has been selected. We will consult extensively with staff and partners, along with residents, tenants, families and neighbors. These consultations will inform the building's design, as well as logistics, such as an effective parking and traffic strategy so that we can operate as normally as possible during and after construction and in the years ahead.

As many of you heard, our new building will be constructed where Lupton Hall stands today. This decision was not taken lightly, as Lupton Hall is the “heart” of the Perley Rideau. Over the last two years, the Board, Senior Management and a team of expert development advisors have explored several development options across our campus. The analysis considered long-term opportunities and constraints that exist on the campus, including the complex underground infrastructure, easements, parking, existing buildings and open spaces. The Lupton Hall location is one of a limited number of options that can accommodate a new building at this time, without needing to demolish and rebuild existing residential units. The decision to explore the Lupton Hall location for our next phase of on-campus growth was ultimately made based on the location's ideal proximity to existing Village services and amenities. The site provides great access to our clinics and services and leaves options for future development elsewhere on our campus.

Part of the design competition is for proponents to present innovative ideas on replacing Lupton Hall and creating a new multipurpose space in the new built to support the Spiritual Health needs of our community and host all types of gatherings, both large and small.

There are many unknowns at this time, but there are a number of phases and decision points between now and when construction could eventually start. Increased clarity will come at each project phase. We are committed to sharing as much information as we can throughout the journey of the Seniors' Village Expansion. For questions related to the project, we invite you to email [questions@prvhc.com](mailto:questions@prvhc.com).

## **Staff Appreciation BBQ 2019: Thank you!**





# Elder Abuse Awareness Week

From June 17 to 21, the Perley Rideau community came together to recognize Elder Abuse Awareness Week. Everyone was encouraged to wear purple to support awareness and engage in the events.

Welcoming to staff, residents and visitors and hosted by members of the Abuse Awareness Quality Improvement Plan team, the interactive booth in the cafeteria was a constant source of valuable information throughout the week and a safe place to pose questions and obtain answers.

More than 170 people visited the booth to learn more about a variety of topics including self-care, details on the various types of abuse, ways to recognize abuse and the many supports available.

A Knowledge Quiz was completed by more than 75 people and the message was shared with the resident units through information sessions in all three resident buildings.

At 2 pm, on Tuesday, June 18th in Lupton Hall, Stéphanie Cadieux, East Regional Consultant, Elder Abuse Ottawa, addressed more than 60 people on resident rights, ways to report abuse and supports available in the community.

This week of education and engagement was a credit to the hard work of the multidisciplinary Quality Improvement Plan (QIP) team.

## **Congratulations to the entire team:**

Sylvia Beaudoin: Housekeeping

Marnie Crossley: Family member

Samantha Diceman: Manager of Resident Care, Rideau Building

Justine Evraire: RPN

Amanda Hansen: Clinician Admin. Assistant

Rachel Lavergne: Therapeutic Recreation and Creative Arts Programming

Colleen Summerton: PSW Supervisor

Sarah Tellier: Resident Care Liaison





# Joy in Work Quality Improvement Project Update

By Andrea Liu, Kelly Donahue, Lacey Sheng, Rebecca Wilson

## Project Summary

The Joy in Work project aims to understand burnout in Personal Support Workers and explore ways to prevent it. The project started with an initial focus on the pilot units G2N and G2S. By engaging with PSWs through a focus group, the team was able to better understand some of the contributing barriers to “joy in work”. Teamwork dynamics was the most prevalent theme, and to address this root cause, the team developed a change idea that would utilize the present time in which all staff meet prior to their shifts (shift report). By optimizing this time, we hoped to enhance team dynamics, team problem solving, and opportunities to provide support. A structured shift report agenda was developed that identified key items to be discussed at every report and also identified key soft skills that promote teamwork. We continuously sought staff feedback to make ongoing improvements to the tool.

In December 2018, we trained staff on G2N and G2S on how to use the structured shift report. In terms of weekly data collection, we alternated between G2N and G2S with the single item burnout measure, which consisted of the question: “Overall, based on your definition of burnout, how would you rate your level of burnout?”

Given the complex dynamic of burnout with multiple contributing factors, we have not seen substantial improvements in the Single Item Burnout Measure. Given that the structured shift report agenda is only one tool out of several in terms of addressing a complex, adaptive system change, it is anticipated that changes in burnout levels may take time to see improvement. However, we have received staff feedback about how the shift report agenda has helped structure and streamline shift report, and has helped improve teamwork.

**Shift Report Agenda**

**Preparation**  
 On Time Be Ready  
 • Confirm meeting time  
 • RPN: Complete narcotic count. Review 24 H and shift report, empty beds, and discuss unit needs with RN partner  
 • PSW: Conduct rapid rounds and restocking

**Welcome & Introductions**  
 Names Eye Contact  
 • Introduce everyone by name (if needed)  
 • Team building question

**Assignments**  
 Plan of the Day  
 • Ensure everyone knows their assigned residents  
 • Any casual =staff? Who's their partner? Who's assigned to orient them?  
 • Are there any staff on modified duties?  
 • Plan for coverage. Seek support from charge RN/management if needed.  
 • Emergency codes

**Unit Calendar**  
 Prioritize  
 • RAI look back period  
 • Resident events  
 • Staff events  
 • Plan for coverage

**24 Hour Report**  
 Be Concise  
 • Summarize key information  
 • Everyone contributes to information  
 • Where to find more info if needed?

**Other Items**  
 Value Inputs  
 • Weights/Vitals/Bowels/Bath  
 • Confirm break time (if there is new staff)  
 • Any challenges?  
 • Are there any tasks that may require multiple team members?  
 • What are the priorities?  
 • Plan for coverage

**Question**  
 Questions  
 • Was the plan clear?  
 • Any concerns?  
 • Does anyone need further support?

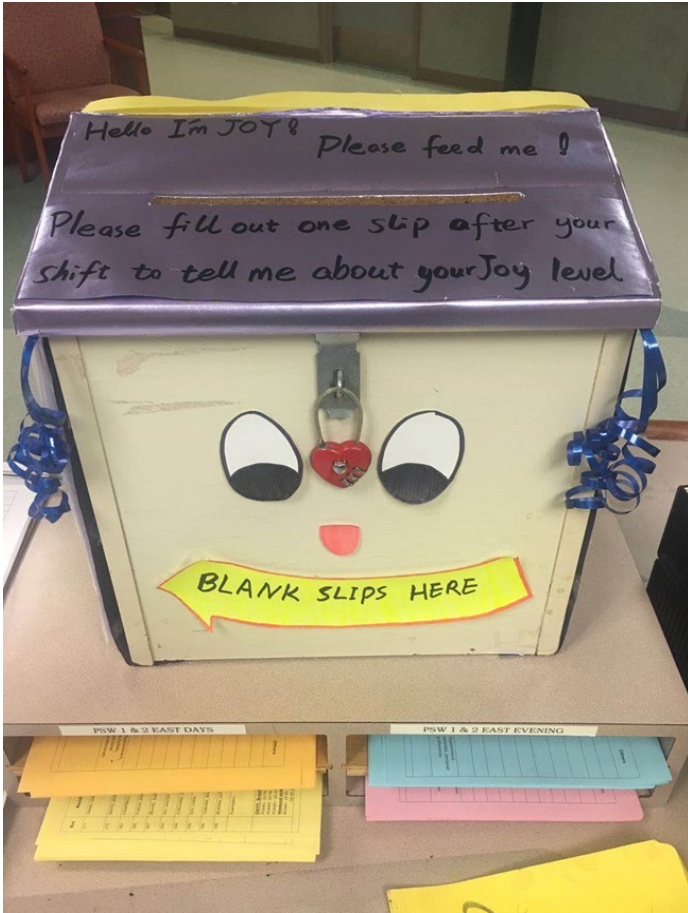
**Communication**  
 Contacts  
 • Is everyone's call bell number known?  
 • When are we going to connect again (team huddle)?

**Celebrate!**  
 Positivity Kudos  
 • Recognize each other's great work  
 • Have a great shift!

Perley Rideau  
 The Perley and Rideau Veterans' Health Centre

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





## Next Steps

### 1 Data Collection Moving to Surge

We had been previously collecting paper slips of the Single Item Burnout Measure in our Joy Box, placed at the nursing unit of G2N and G2S on alternating weeks.

Joy has recently graduated from the Joy in Work project and had a beautiful graduation ceremony. As of June 10th, the Single Item Burnout Measure has become available as a survey on Surge for all RPNs and PSWs on all units, and will be recurring on a monthly basis.

### 2 Training Video

We have finished filming a training video on leading shift report with the structured shift report agenda. This training video will be coming soon to Surge!

### 3 Spread to Other Units

The structured shift report agenda will be spread to O1E, O1W and G1N over the next few months with a train-the-trainer model. We held a training session for RPN Champions who will be leading this work, and we will be looking to recruit more Champions as we continue to spread to other units.

# The Family and Friends Council

Education Day on Thursday, June 19th was very interesting and informative. Jen Plant, Director, Clinical Practice, pulled together an amazing team to share information and insight. Ethics are often a balancing act and using a shared use framework and case studies the presenters guided the group through some very common ethical discussions that occur with residents, staff and families. The great team presenting were: Nikolija Lukich, Regional Ethicist, Sarah Tellier, Resident Care Liaison, Robyn Orazetti, Therapeutic Recreation and Creative Arts Coordinator, Dr. Benoit Robert, Medical Director. Akos Hoffer, CEO, moderated an active question and answer session for the panel and comments were received about how helpful and open the discussion was.

With Education Day closing out the spring we've had an active start to 2019 – Topics at our monthly Thursday evening sessions included:

Jan 2019	Introduction of the SeeMe™ model of care	Andrea Liu, Coordinator - Centre of Excellence and Interprofessional Clinics and Melissa Norman, Manager, Quality Improvement and RAI,
Feb 2019	Infection control - come and join us and find out what is happening with the 'bugs' in our home	Tania Paolini (Manager of Infection Prevention and Control), Alex Huneault (Analyst, Infection Prevention and Control)
Mar 2019	2018 Family Survey Results	Lacey Sheng, MHA, Performance Improvement Consultant
Apr 2019	Support Services and the Dining Experience	Lorie Stuckless, Director, Support Services
May 2019	Future of Caring: key items in the CEO Report Spring 2019 and The What, Where and How of Other Services	Akos Hoffer, CEO Rachel Stoparczyk, Coordinator, Volunteer Services Carolyn Young-Steinberg, Resident Care Liaison

We are looking forward to the Fall program after a short summer break. Mark your calendars for Thursday, September 19, Thursday, October 17, and Thursday November 21. All meetings will be at 7pm.

We are working on some speakers topics to round out the year, but would be very interested in hearing ideas of what you feel will be most informative and helpful to families and friends.

Have a great summer!

## **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 and Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. There is no membership fee. We hope this experience and broad range of perspectives may serve as sources of information, assistance and support to all members of our long-term care home community.

Council meets monthly except in July, August and December. Our meetings 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 the Perley Rideau. We look forward to welcoming family and friends of our residents and to their participation in the activities of the Council.

*Please help us keep 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 Heather Moxley by phone [613-859-5231] or by e-mail at: [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)*



# Jesika Walker:

## A Very Nice Dementia Care Coach



*“Oh good, that’s where the nice girl is.”*

So says one of the participants in Let’s Get Moving to her caregiver every time they prepare to head out to the Churchill Seniors Recreation Centre. She’s referring to Jesika Walker, a volunteer with the Let’s Get Moving program who is, as this woman so aptly describes, a very nice girl.

Five years ago Jesika moved to Ottawa from Timmins for an undergrad in psychology at the University of Ottawa. She has just finished her Master’s in psychology at Carleton, and is preparing to begin her PhD work in the fall.

Her Master’s thesis was about peoples’ perception of time, and whether the length or difficulty of a task affects that perception. She’s something of a smarty, which is what led her to The Dementia Society of Ottawa and Renfrew County and volunteering in the first place – she had what she described as “an easy semester”.

To fill the gaps she looked for somewhere to volunteer, and discovered the Let’s Get Moving program where she has been ever since, sitting next to one woman in particular.

Jesika’s presence creates a feeling of familiarity for this person with dementia, and she gravitates toward Jes every time she attends Let’s Get Moving. It’s a large class, and there are several volunteers to help other participants, so Jes is happy to give this woman a lot of attention.

Attending a Let’s Get Moving class is about exercise, but also about socializing with other people. It’s about being out in the community and including people with dementia. It’s also about assisting their caregivers and providing a safe and comfortable environment.

As Jesika now prepares for her PhD in neuropsychology, with a focus on the assessment of people with dementia, she also has a new job. She has been hired by The Dementia Society as a Dementia Care Coach, a job she will be doing part-time while completing her studies. Now, everyone who comes through the doors of The Dementia Society can have a similar experience to the one that woman with dementia and her caregiver had at Let’s Get Moving Churchill. They get to see the nice girl.



The  
**Dementia  
Society**  
Ottawa and Renfrew County



Photos from 2019 Staff Appreciation BBQ. Theme: Show us your roots!







*D-Day Veteran Lucien Beauchamp receives the medal of Legion d`Honneur recently from Hon. Kareen Rispal, Ambassador of France to Canada. Thank you for your service, Lucien*

*Jessie Stephenson, Spiritual Health Practitioner, is pictured at the National War Memorial with Major (Ret'd) Gerald Bowen on June 6, 2019. The Perley Rideau's Spiritual Health team plays a vital role, providing compassionate support and companionship to residents during their final stages of life. So much so that Jerry refused an offer for a uniformed officer to escort him as he laid a wreath on behalf of D- Day veterans at the 75th anniversary ceremony and asked Jessie to accompany him instead. Jerry says Jessie brings him strength and opens doors to his memories by asking really smart questions. "I don't know what I'd do without her in my life now."*



*Minister Bum-soo Kwak and Colonel Chang Bae Yoon, Korean Defence Attaché to Canada, visited the Perley Rideau earlier this month to convey their appreciation to Veterans of the Korean War. Minister Kwak, on behalf of the Republic of Korea, presented the Ambassador for Peace Medal to Veteran, Mr. Howard Dickson.*

# Perley Rideau Radio Show



The 2nd Perley Rideau Radio Show aired in Lupton Hall on June 12th. This unique production was performed by residents from all over the Perley Village, including volunteers, tenants, family members, private caregivers and Therapeutic Recreation and Creative Arts staff. The music featured the Perley Choir, under the direction of Gertrude Létourneau “Trudy”. This joyful musical and theatrical production was created specifically for our residents as the story touches upon life events that are meaningful to them.

This story captured a young country couple, Sammy Sue Jones and Jimmy Buckwheat, who were having a hard time making ends meet on the ranch. After being discovered at a karaoke night by a Broadway producer, Jim and his pregnant wife embarked on a journey to New York. The humorous production intertwined great songs, commercials and railroad traveling errors...

After the show, one resident shared a memory of listening to old Radio dramas and the music of that time. All and all the performance was so evocative of previous times and cherished memories.

This production was created by Gertrude Létourneau “Trudy”, Ross Imrie and Patricia Deek. Thanks to the Perley Rideau Choir and their volunteers, Leonard Grummett, Marie Gauthier, Stephanie Deschamps, Pegi Jenkins, and Miranda Bray for their enthusiastic participation!

# T-Shirt Creation and new Perley Rideau Online Store

At the Perley Rideau, we have created an online store.

The first item for sale is a t-shirt to commemorate the 75th Anniversary of D-Day and to honour the art of D-Day Veteran Jack Dods, a resident of the Perley Rideau.

The art work emerges from Jack's memory of a training trip in the summer of 1943 and the image transferred beautifully to the shirt.

The shirts is only be available online.

[www.PerleyRideauStore.ca](http://www.PerleyRideauStore.ca)



**Featured Artist:** Jacks Dods was a radio operator and gunner on a variety of aircraft during the Second World War. A Veteran of D-Day, Jack now lives at The Perley and Rideau Veterans' Health Centre in Ottawa. In the art studio, through his paintbrush, he shares his stories and memories. On the back of each painting he adds his reflections.

In the lead up to the 75th Anniversary of D-Day, Jack has generously shared one of his paintings to pay tribute to all those who served and sacrificed on June 6, 1944.

The art featured on this shirt emerges from the memory of a training trip in the summer of 1943 when the aircrews of RAF Squadron 233 flew Hudsons to engage in submarine training, described by Jack as "unusual but very productive".

**And now you know *Jack!***



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

**There's more to the  
Perley Rideau  
than you expect!**



## Career Opportunities for Registered Nurses

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

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

### Short-stay units:

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

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

Visit our website for more information: [PerleyRideau.ca](http://PerleyRideau.ca)

Check us out online...



Perley Rideau



Perley Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
/ Foundation

Interested?

Please forward your resume and covering letter to:  
[jobs@prvhc.com](mailto:jobs@prvhc.com)



# Royal Canadian Legion



**Royal Canadian Legion Br. 638 Kanata**  
 Members of the Royal Canadian Legion Br. 638 Kanata gave \$6,000 to purchase a new medical Hi-Lo bed and a new blanket warmer. L to R: Doug Rowland, RCL Br. 638 Poppy Trust Fund Chair; Doug Brousseau, Foundation Past-Chair; Delphine Haslé, Development Manager; Dan Clapin, Foundation Executive Director; Keith de Bellefeuille Percy, Foundation Chair; Moira Green, RCL Br. 638 Poppy Campaign Chair.

## Royal Canadian Legion Br. 632 Orléans

Thank you, members of the Royal Canadian Legion Br. 632 Orleans for your generous donation of \$10,000 to provide medical Hi-Lo beds, ensuring safe nights for five Veterans. L to R: Wyn Fournier, RCL Br 632 Poppy Chair; Keith de Bellefeuille Percy, Foundation Chair; Delphine Haslé, Foundation Development Manager; Lucie Goderre, RCL Br 632 Poppy Trust; Daniel Clapin, Foundation Executive Director.



## Royal Canadian Legion Br. 212 Kemptville

The Royal Canadian Legion Br. 212 Kemptville funded the purchase of new furniture for the lounge areas. L to R: Delphine Haslé, Foundation Development Manager, Aubrey Callan, RCL Br. 212 Hospital and Veterans Visiting Officer; Doug Brousseau, Foundation Past-Chair; Julie O'Brien, RCL Br. 212 President; Sharon Murray, RCL Br. 212 Membership Officer; Daniel Clapin, Foundation Executive Director.

## Royal Canadian Legion Br. 589 Osgoode

The Royal Canadian Legion Br. 589 Osgoode donated \$2,000 to purchase a new medical Hi-Lo bed! L to R: Elsie Hickey, RCL Br 589 Youth & Education Officer; Keith de Bellefeuille Percy, Foundation Chair; Delphine Haslé, Foundation Development Manager; Daniel Clapin, Foundation Executive Director; Peter Valdstyn, RCL Br 589 Poppy Chair.



## Royal Canadian Legion Br. 480 Westboro

The Royal Canadian Legion Br. 480 Westboro donated \$10,000 to fund the purchase of five medical Hi-Lo beds L to R: Glen Fetherstonhaugh, RCL Br 480 Westboro member; Gerry Sinclair, RCL Br 480 Westboro member and Perley Rideau resident; Chris Murphy, RCL Br 480 Westboro Poppy Chair; Evelyn Brunton, RCL Br 480 Westboro Incoming President; Doug Brousseau, Foundation Past-Chair; Delphine Haslé, Foundation Development Manager; Kris Birchard, Health Centre Chair; Roy Fetherstonhaugh, RCL Br 480 Westboro member and Perley Rideau resident; Keith de Bellefeuille Percy, Foundation Chair.



## Royal Canadian Legion Br. Bells Corner

The Royal Canadian Legion Br. 593 Bells Corners also donated \$10,000 to purchase five medical hi-Lo beds. L to R: Shawn Taillon, RCL Br 593 President; Doug Brousseau, Foundation Past-Chair.





## Royal Canadian Legion Br. 314 Manotick

*The Royal Canadian Legion Br. 314 Manotick donated \$8,000 to purchase two new Hi-Lo Beds and one new Blanket Warmer for a Veteran unit. L to R: Daniel Clapin, Foundation Executive Director; Allan Haam, RCL Br 314 1st Vice President; Joyce LeBeau, RCL Br 314 Life Member; Shirley Spinks, RCL Br 314 Poppy Chair; Kris Birchard, Health Centre Chair; Winston Spratt, RCL Br 314 President; Delphine Haslé, Foundation Development Manager; Margery Toner, RCL Br 314 Secretary.*

## Royal Canadian Legion Br 627 Greely

*The Royal Canadian Legion Br. 627 Greely donated \$2,000 to purchase one medical Ho-Lo bed. L to R: Daniel Clapin, Foundation Executive Director; Linda Wyman, RCL Br 627 President; Delphine Haslé, Foundation Development Manager.*



## Royal Canadian Legion District G

*The Royal Canadian Legion District G Veterans' Care and Hospital Fund donated \$36,400 to renovate a tub and shower room to transform one of the most challenging aspects of long term care into a safe and comfortable experience for both residents and caregivers. L to R: Daniel Clapin, Foundation Executive Director; Delphine Haslé, Foundation Development Manager; Joel VanSnick, RCL Deputy District Commander; Aubrey Callan, RCL District G Veteran Officer, Doug Brousseau, Foundation Past-Chair, Kris Birchard, Health Centre Chair.*

# Signature Events



## Donor Reception

*Donors came together on June 12th for the annual Strawberry Social. This reception is an opportunity for the Foundation to say thank you to those who give to support seniors and Veterans at the Perley Rideau. The guest speakers at this year's reception were the Brennan family – daughters of resident Peter Brennan and donors themselves, Kathleen, Maggie, and Laura spoke about their father's experience at the Perley Rideau and its impact on their lives. L to R: Delphine Hasle, Foundation Development Manager; Kathleen Code; Peter Brennan, resident; Laura Brennan; Maggie Brennan; Sara Francis, Foundation Development Coordinator; Daniel Clapin, Foundation Executive Director.*



## Team Perley Rideau

*Team Perley Rideau ran and walked in Ottawa Race Weekend for the 4th year in a row, raising \$16,000 net! The Perley Rideau staff members, volunteers, and family and friends of residents all came together for this fun weekend, participating in the 5k, 10k, and half marathon races. This year the team organized an inter-departmental challenge to see which Perley Rideau department could raise the most money – congratulations to the Volunteers & Friends of the Perley Rideau on raising the most money! Since forming in 2016 Team Perley Rideau has raised over \$50K – if you'd like to join the team next year speak to Sara at the Foundation office (no running experience required!).*



## Night at the Races

*Thank you to everyone who came out and supported Doherty & Associates Presents: 18th Annual Perley Rideau Night at the Races! The 18th edition was the most successful to date with over \$54K raised net in support of seniors and Veterans. A fun-filled evening of 9 horse races, over 40 Silent Auction and Art Gallery items, and a delicious buffet dinner means that the Night at the Races continues to be a highlight in the calendar of all supporters of the Perley Rideau, and planning has already begun for the 19th edition!*





# Community Events

Want to organize a community event? Each year, caring individuals and groups raise money by hosting events. If you want to organize your own event, call Sara! All it takes is a little creativity, some careful planning and the desire to positively impact the lives of the seniors and Veterans who call the Perley Rideau home. To learn more, visit [perleyrideaufoundation.ca](http://perleyrideaufoundation.ca) or call Sara at 613-526-7173.

## FOR ALL UPCOMING EVENTS TICKETS AND VOLUNTEER OPPORTUNITIES

visit [www.perleyrideaufoundation.ca](http://www.perleyrideaufoundation.ca)  
or call Sara Francis at 613-526-7173 | email [sfrancis@prvhc.com](mailto:sfrancis@prvhc.com)



Did you know? Each year, caring individuals and groups raise money by hosting events such as a lemonade stand in the park, dart or golf tournaments, curling bonspiels – to name but a few. If you are ready to organize your own event, call Sara! All it takes is a little creativity, some careful planning, and the desire to positively impact the lives of the seniors and Veterans who call the Perley Rideau home.



### Levesque Birthday

*Chris Levesque celebrated his father Yves' birthday by hosting a benefit dinner at Fat Boys Smokehouse, where he works as a cook. Thank you Levesque family for your generosity, and for a fun evening! L to R: Karen and Yves Lesvesque; Sara Francis, Foundation Development Coordinator.*



### Olivia and Doug

*Babysitting proceeds – Philanthropy has no age limit. Olivia Brousseau, the granddaughter of Foundation Past-Chair Doug Brousseau, donated the proceeds of her babysitting work to support the Perley Rideau. You rock, Olivia!*

## Royal Canadian Mint

*Thank you to the Royal Canadian Mint for presenting their newly struck commemorative silver coins to the Perley Rideau residents who were in Normandy for the 50th anniversary of D-Day on June 6, 1994. A highlight of the visit was when a Veteran told the designer: "I remember the house up the hill that is on the coin." Here, Gerry Bowen, Normandy Veteran and the Perley Rideau resident, is flanked by Mint staff. L to R: Alicia Cook-Sapene, Product Manager; Alex Reeves, Senior Manager, Public Affairs; Yudi Harsono, Product Manager.*



## DGAEPM

*This year, Director General Aerospace Equipment Program Management (DGAEPM) of National Defence celebrated a milestone by surpassing the \$50,000 mark in total funds raised to support Veterans who call the Perley Rideau home. The support of DGAEPM is much appreciated. L to R: Daniel Clapin, Foundation Executive Director; Sheila Venman, Foundation Board Director; Col. M.W.J. Rodgers, Acting Director, DGAEPM; CWO Brigitte Marley, DGAEPM Chief of Staff; Capt. Daniel Thompson, Operations Officer and Perley Rideau Fundraising Lead.*

## CN100

*The Canadian National Railway was celebrating its 100th anniversary on June 6. It was fitting that CN100 celebration included a visit of the Perley Rideau to also commemorate the 75th anniversary of D-Day. Executives met with Veterans living at the Perley Rideau, bringing gifts as an expression of their gratefulness for their service to our Country. L to R: Daniel Clapin, Foundation Executive Director and Sean Finn, CN Executive Vice-President Corporate Services and Chief Legal Officer and exchanged hats to celebrate the day.*





**Catch the Ace!**

DON'T MISS YOUR CHANCE TO WIN

# CATCH THE ACE

In support of the Perley Rideau Foundation

**Ace Jackpot** always growing, currently **\$4,021!** Limited tickets available!

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




Charitable Registration # 12194 8038 RR0001

Lottery Licence # M758377

Draws every Thursday at 3:00 PM in the cafeteria

[www.perleyrideaufoundation.ca](http://www.perleyrideaufoundation.ca) 613-526-7173






THE PERLEY RIDEAU FOUNDATION IS PROUD TO BE A 2019

# HOPE VOLLEYBALL SUMMERFEST

RECIPIENT CHARITY

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

**July 13 - Mooney's Bay Beach**


*Three banners now greet visitors to the Health Centre honouring the achievements of Accreditation with Exemplary Status, Best Practice Spotlight Designation by the RNAO and welcoming new Veterans*

# News about the Perley Rideau Entrances and Numbering System

We have changed the unique numbers linked to each of the Health Centre entrances.

This has been done to help visitors and raise the profile of the Main Entrance and to make it easier first responders to navigate our campus.

As a result, the Main Entrance is now #1 and the Rideau building entrance is #2. The numbers for the Ottawa and Gatineau buildings and the Guest House remain the same. The address numbers for the 2 apartment buildings also remain the same.

The doors are now marked this way:

- Perley Rideau Main Entrance: 1
- Rideau Building: 2
- Ottawa Building: 3
- Gatineau Building: 4
- Guest House: 5

New illuminated number signs will soon be installed at each of the entrances to improve the visibility of each entrance during the day and at night.

We have also updated the Perley Rideau maps and they can be accessed on the Perley Rideau website ([http://www.perleyrideau.ca/upload/documents/maps\\_perley\\_rideau\\_may\\_29\\_2019.pdf](http://www.perleyrideau.ca/upload/documents/maps_perley_rideau_may_29_2019.pdf))

Maps will soon be available on the Commissionaire's desk at the Main Entrance.

We have also installed a new map to greet visitors when they enter the property.





*Come and learn about our eco-printed artwork in Lupton Hall on Wednesday July 17 that 12h40 in the Chapel of Lupton Hall. This artwork was made by Residents with the guidance of Creative Arts Instructor Gillian King and Spiritual Health Practitioner Jessie Stephenson, in collaboration with Horticultural Services and Support Services. Gillian and Jessie will lead a brief discussion about the creation of the work and offer a guided reflection.*

*Warmth and gratitude,  
Jessie Stephenson, Spiritual Health Practitioner*



*Staff member Robert Phung, RPN, shares a funny interpretation of a Perley Rideau story through his art. Those wanting to find out more, will have to contact Robert directly.*

## **Vol. 22-03**

### **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 the Perley Rideau?**

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



PerleyRideau



PerleyRideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
/ Foundation