

March 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. 20-02



**Veterans Affairs Parliamentary Secretary  
Sherry Romanado presents a Valentine for Vets gift  
to Jim Peck during a recent visit**

## Inside:

- Serving up a new three-week menu for residents, page 3
- News from the Pain Killers, page 7
- Time to nominate outstanding volunteers, page 11
- Foundation news, memories from Valentine's Day and more

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





### Melissa Colwell

An Ottawa native who has spent the last few years in balmy Southern Ontario, Melissa is a graduate of Brock University with a major in Therapeutic Recreation and a minor in Psychology. After earning her designation as a Certified Therapeutic Recreation Specialist® (CTRS), she took her passion for working with seniors to the long-term care sector in the Niagara region. Returning home to work -- and snowboard -- Melissa looks forward to supporting the team in the creation and implementation of new programs and sharing her passions for horticulture therapy and planning special resident events.

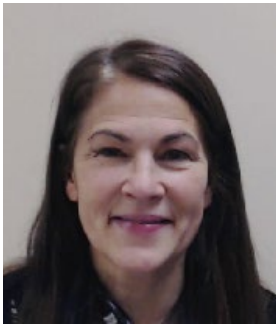
Please welcome Melissa in her new role as Recreation Programme.



### Stephanie Neville

Stephanie hails from Mount Pearl, Newfoundland, where she began her studies in the Health and Human Sciences in Therapeutic Recreation at Academy Canada. After receiving her diploma, she attended Memorial University of Newfoundland where she graduated with a Bachelor of Recreation with a focus in Therapeutic Recreation. With a keen desire to work with seniors, she gained extensive experience in long-term care homes throughout Eastern Health on the Avalon of Newfoundland.

If you meet Stephanie, a Recreation Programmer, please give her a warm Ottawa welcome.



### Dr. Michèle Raymond

Dr. Michèle Raymond joins the Perley Rideau as one of the attending physicians on Gatineau 2 South (G2S). Dr. Raymond holds a Fellowship in the Care of the Elderly from the Department of Family Medicine at the University of Ottawa and has been caring for the elderly for the past 16 years. Please welcome Dr. Raymond to the Perley Rideau Community.

## Notable Dates

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- **March 11:** Concert by Roxy Swan
- **March 14:** RCMP Pipes and Drums
- **March 17:** St. Patrick's Day Concert Featuring Perley Rideau's Sam, Patricia and Trudy
- **March 24:** Dinner and a Movie Night at Perley Rideau
  - 4:30 – 5:30 pm: Dinner in the Cafeteria, Chinese food menu, \$7.99 plus tax
  - 6:30 pm: Free movie in Lupton Hall
  - No tickets to be sold ahead of time, residents and guests purchase meals in the Cafeteria on March 24
  - Recreation staff available to escort residents, if they wish to attend
- **May 25:** The Staff Appreciation BBQ for 2017
- **June 9:** The 2017 Staff Association Golf Tournament has new leadership and a new date: Friday, June 9. Watch for more details on how you can participate.

# Serving Up A New 3-Week Menu

## Resident feedback leads to new meal plan

By Anna Rumin, Special to the Perley Rideau



Feeding a family, let alone 450 residents with individual preferences and needs, requires creativity, inspiration, and careful design. Gluten free, vegetarian, Diabetic, lactose-free, and modified textures are only some of the meal requirements that have to be met at the Perley Rideau. Nevertheless, Lorie Stuckless, Director, Support Services, and Sandra Monforton, Food and Nutrition Supervisor, and team have worked hard over the past four months to introduce a new menu for resident meals. The change is largely the result of suggestions gathered from monthly Resident Veterans and Community Council meetings where the topic of “the menu” is a standing item.

“We hear about everything from overcooked carrots to residents wanting more variety,” says Lorie, adding that special menus like the one for St. Patrick’s Day are shared a month in advance to encourage resident feedback.

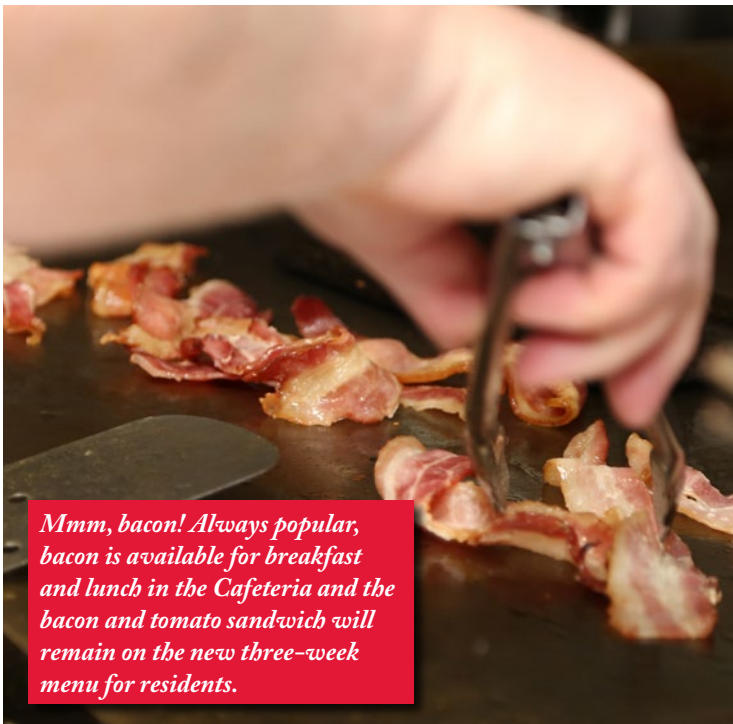
Sandra has been collecting feedback from staff and residents through emails she files for reference. By the end of March, residents and staff can expect the implementation of a new three-week menu throughout the Home.

The challenge of feeding a village is second only to the financial challenge. The Ministry of Health and Long-Term Care allows for \$8.58 per person per day to cover two meal choices over three meals along with three snacks. While the Perley Rideau is a member of a purchasing group that allows for discounts, creating a menu that meets dietary, nutritional and individual needs and includes personal choice requires team-work involving the registered dietitians, taste-testers and the approval from the Veterans and Community Residents’ councils.

“We had many people taste-test every single item,” says Sandra, of the process developed to create the new menu.

“We provided samples, we reheated them in exactly the same way they will be served to residents,” she adds, pointing out that the recipes and preparation steps have been standardized so staff know exactly how to prepare and serve the food.

Sandra proudly shows the result: a three-week menu cycle with 38 new items including fried chicken, beef



*Mmm, bacon! Always popular, bacon is available for breakfast and lunch in the Cafeteria and the bacon and tomato sandwich will remain on the new three-week menu for residents.*

bourguignon, homemade cornbread, steak and raisin pie, bean and kale curry, couscous salad. She points out that with the exception of breakfasts and desserts, none of the main entree items will be duplicated in the cycle and favourites like chicken fingers and the bacon and tomato sandwich will remain.

Lorie explains that Perley Rideau will have one menu for 17 different points of service – locations where the food is served. Under the leadership of one cook who works Monday to Friday using a cook and chill system -- food is pre-packaged and reheated at the point of service using a domestic oven or commercial microwave. Perley Rideau is required to offer two choices for every texture and every therapeutic diet – minced, pureed, so there's quite a lot of food that goes to each of these 17 points.

Both Lorie and Sandra have been at the Perley Rideau for 19 years and remember days-gone-by when food was assembled on a beltline and tray, rethermed and delivered by a thermal cart system, as is the practice now in hospitals. Now the village operates on a five-day cook chill system, working on production one day ahead. While food is cooked at the Perley Rideau, bigger items like roast beef and casseroles are made by suppliers. The beef-stew however is made “in-house” as an equally delicious version was not to be found from outside suppliers!

Lorie, Sandra and the entire team are looking forward to feedback from the new menu changes. George Bernard Shaw once said that “there is no love sincerer than the love of food” and in the spirit of this love that brings residents together three times a day, food will remain a fixed agenda item at future Council meetings.



*The Ministry of Health and Long-Term Care allows for \$8.58 per person per day to cover two meal choices over three meals along with three snacks. Georges Amigao shows off the fresh offerings.*

*Work will soon commence on a new three-week menu for the cafeteria.*

**Perley Rideau's beef-stew is made “in-house” because an equally delicious version could not be found!**

When my mom was 75 years old, dementia showed up, uninvited. It was a shock for our family and since I had the most flexibility in my work schedule, I took on her care. For a long time I was stretched between working and caring for her. On a visit to our family doctor, she took one look at me, wrote down the contact info for the Guest House on her prescription pad, and told me have my mom go there. That was the first year the program started and my mom still goes there regularly. The program saved my mom's life, my sanity and my health.

My mother will be 90 in four months and her doctors marvel at how she has thrived over the years. One doctor told me it was rare to see someone with her level of damage to the brain be so connected to life. The activities at the Guest House offer her the mental stimulation, physical activities, and the social interaction needed to thrive. As an elementary school principal, she has lived a life of service to others and I'm so glad she has been able to have so much joy in these years.

Each year their programs have gotten better and better. Admissions are quick. Staff members continue to offer activities that are centred around the needs of the guests and my mom loves going there. As her disease has continued its destructive path, we have complete gratitude for the caring, respectful care Mom has received from the Perley Rideau Carefor Guest House.

Thank you,  
Dawn, Daughter and Caregiver

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As the family of a newer resident, we were nervous being admitted to the Perley Rideau Vet's Centre. Dad was tense as everything was new and the family experienced separation anxiety. From the moment we arrived, greeted by the volunteers and Commissionaires, the whole experience was incredible. From the excellence of the medical and nursing and PSW staff, to food quality and presentation, to cleaners, support OT and PT therapists, pharmacy, dentistry and everyone else, the care kindness and respect that the entire organization showed us was remarkable. When Dad went into medical crisis, they supported us, and when he passed away they honoured him and helped us.

This organization should be considered the gold standard of long term care. They believe their mission statement of caring and act within it everyday. The community needs to support this center to expand their services to more seniors who DESERVE this level of care.

Thank you,  
The Watson Family  
Posted to the Perley Rideau Facebook page 

# Perley Rideau Receives Funding to Make Therapeutic Recreation Available to Seniors Through a Multi-Media Interactive Model

The Canadian Centre for Aging and Brain Health Innovation (CC-ABHI), in collaboration with Baycrest Health Sciences, announced the grant recipients of \$1.4 million in funding through its Spark Program.

The 2017 SPARK program provides 31 point-of-care workers in the North American healthcare delivery or service industry with up to \$50,000 each in funding to further develop their grassroots ideas into proof-of-concept or prototypes that have the potential to improve brain health or quality of life for older adults.

After an extensive evaluation process we are excited to announce that we were successful in being awarded funding for this program! Perley Rideau's project: *Making therapeutic recreation available to seniors through a multi-media interactive model* has been approved. The Perley Rideau project leaders are: Lacey Sheng, Performance Improvement Consultant; Robyn Oraziotti, Coordinator, Recreation and Creative Arts Service; and Rachel Dobson, Recreation Programmer.

Ultimately, through the support of CC-ABHI and its funders, we hope this innovation can be developed to have a significant impact on quality of life for older adults in Canada.

Canadian Centre *for*  
Aging & Brain Health Innovation



*The Perley Rideau project leaders (L to R): Lacey Sheng, Performance Improvement Consultant; Rachel Dobson, Recreation Programmer; Robyn Oraziotti, Coordinator, Recreation and Creative Arts Service. The team will work to make therapeutic recreation available to seniors through a multi-media interactive model.*

# “The Pain Killers” Create Informational Pamphlet for Resident’s and Families

By Lacey Sheng, MHA

As many of you know, the Perley Rideau has partnered with the Registered Nurses Association of Ontario (RNAO) to become a Best Practice Spotlight Organization (BPSO). One of the Best Practice Guidelines (BPG) that the Perley Rideau has committed to implement is “Assessment and Management of Pain”. This work lies with the Pain Quality Improvement Team, a.k.a. “The Pain Killers”. Over the last year, this team has been actively working on various initiatives to improve the internal processes for assessing and managing pain, based on evidenced-based practice recommendations.

One of the guideline recommendations that The Pain Killers are focusing on states: “Teach the person, their family and caregivers about the pain management strategies in their plan of care and address known concerns and misbeliefs. A comprehensive pain management usually contains both medication and individualized non-pharmacological interventions, such as therapy and recreational activities” (RNAO, 2013).

To meet this recommendation, The Pain Killers have developed an informational pamphlet targeting residents and their families in order to increase their understanding of pain. The pamphlet aims to debunk some of the common myths about pain. For example, it is commonly thought that side effects of pain medications are inevitable and cannot be managed. In reality, choosing pain management medications wisely and through close monitoring of its use by unit staff, pain medications’ side effect can be effectively managed.

The pamphlet also guides families on how to recognize pain through observing non-verbal signs and symptoms of pain in their loved ones, especially if they have dementia. Our beloved resident, Mr. McElroy, used his great performing skills to demonstrate these signs: such as grimacing.

Lastly, the pamphlet lays out the components of the pain management programs at the Perley Rideau. In this section, another one of our residents has shared his story on pain management, demonstrating how non-pharmacological interventions have benefited his experience of pain.



*Team picture: First row: Mr. McElroy (Resident). Second row from left to right: Doris Jenkins, (Director of Nursing Operations), Monica Bourque (Occupational Therapist), Stephanie Deschamps (Recreation Programmer), Kim Major (PSW Supervisor), Heather Moxley (Family Advisor), Ursula Lamoureux (Program Manager : Ottawa Building), Lacey Sheng (Performance Improvement Consultant). Missing: Samantha Hallgren (Psychogeriatric Resource Nurse)*

The interdisciplinary team behind this pamphlet has contributed a lot of their time and passion to this project. The Pain Killers were honoured to have had a family advisor as part of the team who brought a family-centered perspective to the project. As one of the targeted audience members of this pamphlet, her insights contributed to the understandability of the pamphlet. Through the creation of this pamphlet, the team has seen some wonderful results and developed a deeper bond with each other.

Starting this month, the pamphlets will be located at the Communications’ Substation on all units. The Pain Killers welcome everyone to take a look at them.

## **A special thank you to the awesome Pain Killers!**

If you have any questions regarding this pamphlet or about pain management programs at the Perley Rideau, please feel free to contact the team leaders:

Ursula Lamoureux, RN, GNC (C)  
Program Manager: Ottawa Building – Ext 2119

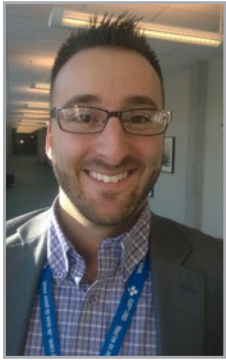
Lacey Sheng, MHA  
Performance Improvement Consultant – Ext: 2205

# Managing Expectations

## Care planning and treatment requests

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

Regional Ethicist • The Champlain Centre for Health Care Ethics



Health care providers routinely engage in discussions with their capable patients/residents (or their substitute decision-makers - SDMs) regarding care planning, and various aspects of treatment provision. Some view the care plan as *carte blanche*, leaving what goes into that plan up to the resident and/or their loved ones, whereas others may prefer to

propose a more ridged plan designed to be in the best interests of the resident in question.

One challenge that consistently makes its way to the ethicist, is that which results from a disagreement in what treatments or interventions should or should not be included in a particular resident's care plan. More specifically, when a resident or their SDM requests a treatment or intervention be a part of the care plan, and the team does not believe that it is medically or ethically appropriate, must the team comply? In short, not necessarily.

To understand why this is, we need to have a better understanding of the rights and duties of different parties in health care. From a provider perspective, there are certain duties to be upheld that are inherent to the professions. We can see such duties in a physician's obligation to 'do no harm', for example, which a physician may take to mean that they do not offer a specific treatment if they believe that it will be more harmful to their patient than good. Health care providers also face the difficult challenge of balancing competing duties – often expressed as competing ethical principles – when not all of those duties/principles can be met. For example, a capable (or competent) resident may refuse to take medication that is needed to keep their heart beating regularly, and, while this would likely be against medical advice,

they usually have the right to do so. In this case, the physician would likely recommend that the heart medication be taken (to try to prevent harms), but would also want to respect the resident's autonomy if they did not want to continue taking it, and that resident also understood the consequences of this discontinuation.

So does this mean that the resident's autonomous wishes always prevail?

Despite it prevailing in the above example, there are limits to patient/resident autonomy that need to be considered. Traditionally, limits are imposed on someone's autonomy if they conflict with the autonomy of another person. In the above example, the physician does not have a right to override the resident's autonomy and force a treatment on them. This is to uphold what is called the 'negative right' of autonomy; a competent patient's ability to refuse treatment that they do not want.

In contrast, we must also consider what is termed a 'positive right' to autonomy. In the health care context, autonomy as an absolute positive right rarely exists. A positive right would allow competent patients to request any treatment they wish, and expect that request be fulfilled. We can see an example of this if a resident wanted some antibiotics because they had the flu, but the provider knows that antibiotics are ineffective against viral infections and will not work. Based on the provider's knowledge and belief that this treatment would do more harm than good, they could choose, because of their own autonomous right not to be forced to provide a treatment that they believe to be harmful, and duty to 'do no harm', not to provide it.

What can be done, then, if a disagreement arises between health care team and resident/SDM?



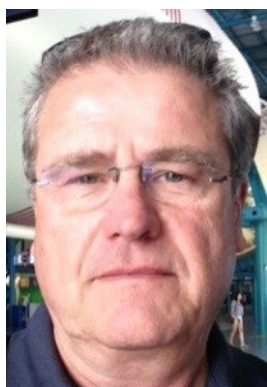
Much of the disagreement in these cases comes from a breakdown in communication at some point. If a request is made for a treatment or intervention, and the health care team is unwilling to comply with that request, both the team and the resident should be provided with an opportunity to explain why they do or do not want to pursue that intervention. It is expected that the health care team explore and understand the values of resident, and that all care that is provided be resident centred. Care-plan meetings should always include exploratory conversations regarding treatment options, and all parties involved should have the opportunity to have their views heard. If disagreement persists, any person can contact the ethicist to facilitate conflict resolution, and explore possible options.

To speak to the ethicist (Josh Landry) about any ethics-related issue, contact Gayla Desjardins at ext. 2015, or e-mail Josh directly at [joslandry@toh.on.ca](mailto:joslandry@toh.on.ca).

## Don't miss the upcoming Ethics Rounds:

- **Friday, March 10th 1200-1300**  
Professional Boundaries and Codes of Conduct – Classroom #2
- **Friday, April 7th 1200-1300**  
Topic TBD – Classroom #2
- **Friday, May 12th 1200-1300**  
Topic TBD – Classroom #2

## The Perley & Rideau Veterans' Health Care Centre collaborates with Canada Revenue Agency (CRA) to host the Community Volunteer Income Tax Program (CVITP) - Tax Clinics



As a host organization, Perley Rideau (Volunteer Services), recruits volunteers and ensures that CRA requirements are met, for tax preparation, security and the privacy of resident's files.

The tax clinics provide free service to qualifying individuals with 2016 income of \$30,000 or less, and no more than \$1,000 of interest income, capital gains, rental income, and business income.

The service is not available to process tax returns on behalf of a deceased person.

Tax Clinics for Long Term Care will be located in Hallway 1300 at Volunteer Services Resource Centre. **NEW LOCATION!**

Brian McGill, will be providing eFile services from 10:00am to 2:00pm on four consecutive Saturdays: March 18th, March 25th, April 1st and April 8th.

To book an appointment, please email [volunteer@prvhc.com](mailto:volunteer@prvhc.com)



# Tax clinics for apartment tenants will be located in the Great Hall (same place as last year)

Apartment tenants must book appointments through Tenant Relations/Assistant Living staff. Check your building newsletter and posters for contact information.



**Diana Baines** will provide eFile services to tenants on five consecutive Wednesday mornings (10:00am, 10:45am and 11:30am): March 22nd, March 29th, April 05th, April 12th and April 19th.



**Dennis Kelleher** will provide eFile services to tenants. Starting at 10:00am with last appointment at 1:00pm on four consecutive Mondays: March 20th, March 27th, April 3rd and April 10th.

The Perley Rideau and CVITP volunteers must decline any offers of monetary reward or gifts for this service.

## Summer Youth Program

Seeking volunteers, ages 13-18, to support residents of our Seniors' Village during July and August, 2017.

### Help out with:

- Recreation therapy
- Creative Arts
- Physiotherapy
- Church Services
- Barbershop & Beauty Salon
- One-to-one visits

### A great opportunity to:

- Get to know amazing seniors, including military veterans
- Gain Community Service Hours
- Have fun while developing communication and service skills

### Note that candidates must:

- Commit one or more days per week for a minimum 5 weeks
- Attend an interview, provide references and complete a Police Records Check for Service with the Vulnerable Sector
- Be available for a full-day orientation on Monday, July 4

Final application deadline is **June 5, 2017** but youth are encouraged to start the process by April. Preference will be given to those who apply early.

**Apply now at [www.PerleyRideau.ca](http://www.PerleyRideau.ca).**  
**Email [volunteer@prvhc.com](mailto:volunteer@prvhc.com) for more information.**

**NATIONAL VOLUNTEER WEEK**

APRIL 23 - 29, 2017



CANADA 150

**Crossword No. 150 - Volunteering, Eh?**  
How do you recognize volunteering in 2017?

ACROSS

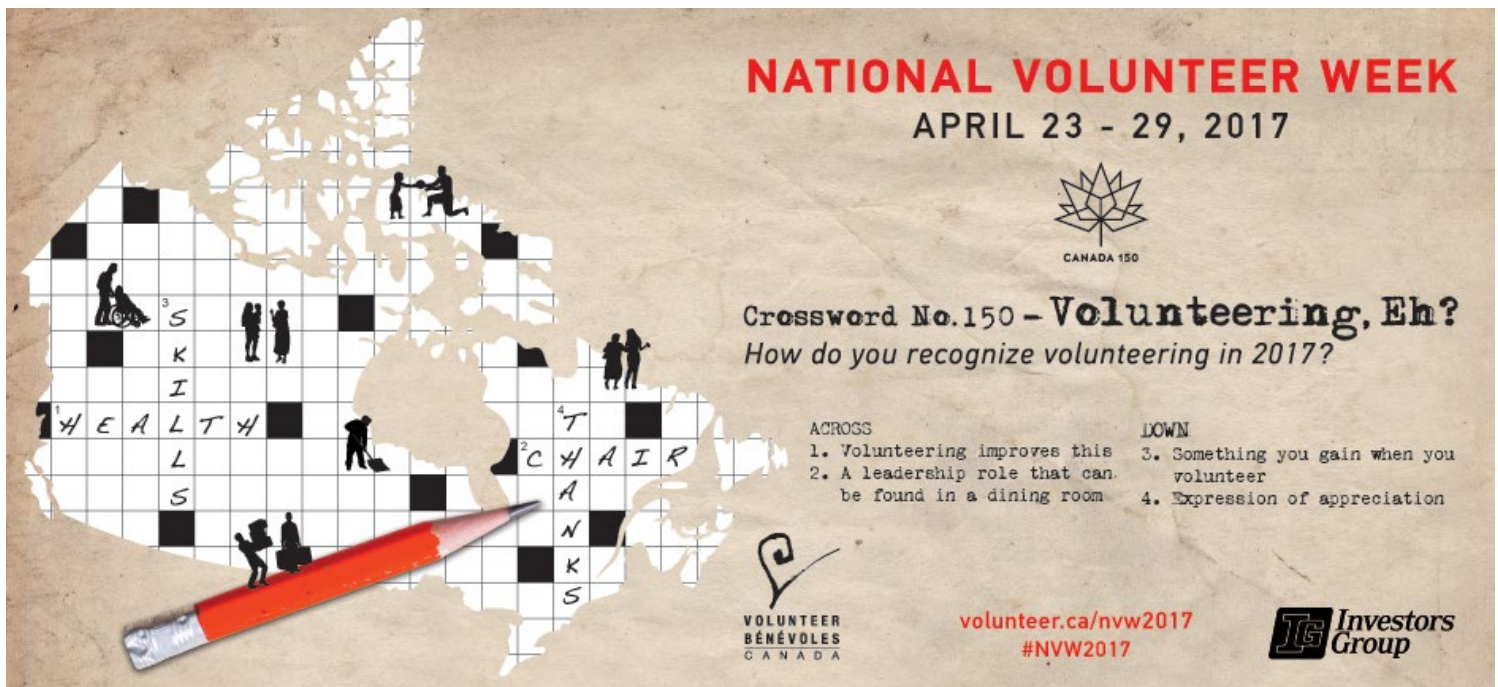
1. Volunteering improves this
2. A leadership role that can be found in a dining room

DOWN

3. Something you gain when you volunteer
4. Expression of appreciation



[volunteer.ca/nvw2017](http://volunteer.ca/nvw2017)  
#NVW2017



Get ready! National Volunteer Week is coming soon. This year, we'll have a celebration fit for Canada's sesquicentennial! This great nation is supported by 12.7 million volunteers contributing close to 2 billion hours per year. They reflect a strong Canadian tradition of giving to others, which predates Confederation.

Last year at Perley Rideau, nearly 400 volunteers donated over 38,000 hours to help improve the quality of life of those we serve. They run the Gift Shop, the Pub and the Table Tennis Club. They welcome new residents and families on admission day, bring therapy dogs for visits and provide palliative care.

Volunteers help feed residents, escort individuals to medical appointments outside the home, and support all Recreation and Creative Arts activities. You will find them painting nails in the Ladies Spa, washing hair in the beauty salon, singing in the choir, playing with the resident bands and getting their hands dirty in the garden. Behind the scenes, volunteers help with many clerical tasks, ensuring Perley Rideau staff have more time to focus on resident needs. Indeed, they are a key piece in our puzzle!

Every year, during National Volunteer Week, we host a special recognition event for this team. Volunteers can now pick up invitations in the Volunteer Lounge to join us for dinner and awards on Thursday, April 27 from 4:00 – 6:00 PM.

All members of the Perley Rideau community are invited to nominate individuals or teams who have made an exceptional contribution to our Seniors Village for one of the following awards:

- Volunteer of the Year
- Advocacy Award
- Team Award

We welcome nominations until March 30th (See attached form, which includes criteria for each award).

Extra copies of the nominations form are available in Volunteer Services, first floor Perley Rideau Centre or by emailing [volunteer@prvhc.com](mailto:volunteer@prvhc.com)



# Volunteer Recognition Awards

## 2017 Nomination Form

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**To submit a nomination, please email completed form to [volunteer@prvhc.com](mailto:volunteer@prvhc.com) or drop off to Volunteer Services (first floor, corridor #1300) by Thursday, March 30, 2017.**

Name of Volunteer or Team being nominated:

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Person(s) nominating (can be any employee, resident, family member, or volunteer):

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**Award category (please check one):**

\_\_\_\_\_ **Volunteer of the Year**

Criteria: nomination must demonstrate how the volunteer exemplifies Perley Rideau's Core Values and is a model for the spirit of volunteerism at Perley Rideau; individual must have been actively volunteering during the preceding 6 months; and continue to be an active and exceptional registered Perley Rideau volunteer.

\_\_\_\_\_ **Advocacy Award**

Criteria: a volunteer (or a group of volunteers) who goes above and beyond their regular volunteer duties to advocate for, or serve on behalf of, or speak on behalf of, our residents; have been actively volunteering during the preceding 6 months; and continue to be an active and exceptional registered Perley Rideau volunteer.

\_\_\_\_\_ **Team Award**

Criteria: a team of volunteers who, as a group, provide service and assistance in an exceptional way that integrates volunteers with residents, staff and families.

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Please describe, in detail, why are you nominating this volunteer or team for special recognition. Note that the information provided here is all that the Nomination Committee will have available by which to make a decision. Attach additional pages, if needed.

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All nominations will go before a committee for consideration and final decision. Note that Nomination Committee members (representing staff and volunteers) are identified after all nominations are received, to ensure no bias.

All nominees will be honoured, and award recipients announced, at our annual Volunteer Recognition Event on Thursday, April 27, 2017 from 4:00 to 6:00 p.m. in Lupton Hall.





*To mark Shrove Tuesday/Pancake Day and the start of Madri Gras, the Perley Rideau Cafeteria served up pancakes for breakfast followed by shrimp jambalaya in the afternoon.*



*To celebrate Valentine's Day, the Cafeteria served up a special meal of spinach and cheese ravioli in a rose sauce followed by a mouth-watering slice of strawberry and fruit cream pie.*

**Come Enjoy A Canadian Treat**



**“Perley Tails”**  
Try our new Canada 150 Perley Tail



**Friday, Feb. 24**  
**2:30-3:30 pm**  
**Cafeteria**

**\*\*Free for residents\*\***  
Staff may purchase one for \$4.00

*Dozens and dozens of people showed up to the Cafeteria in February to try a Perley Tail, just one of many ways Perley Rideau plans to celebrate Canada's 150th Birthday.*



*A gift from a husband to his wife marking 70 Valentine's Days together: The Capital City Chorus serenaded the couple, family, staff and volunteers on February 14th.*



*Led by Pegi J., the Perley Rideau Choir performs Feelin' Groovy during today's performance in the cafeteria.*



*Sherry Romanada, Parliamentary Secretary to the Minister of Veterans Affairs and Associate Minister of National Defence, visited to deliver Valentine's Day cards and good wishes to Perley Rideau Veterans. Here she visits with Veteran Jessie Chenevert*



*Continuing the tradition of hosting a Valentine's Day concert, Floralove returned to Perley Rideau for a performance and to visit with residents.*



*On Tuesday, Feb. 7th the Perley Rideau hosted its second annual Masonic night. A group of Mason's braved the freezing rain to host a Masonic meeting in LH. Every February the Mason's host a meeting here at the Perley to reach out to those members and past members who are no longer able to make it out to lodge meetings.*

# Comforts of Home Provided by the Eldercare Foundation of Ottawa

Recently, The Eldercare Foundation of Ottawa hosted the largest Comforts of Home for the year! Approximately 150-175 residents and family members attended our event and enjoyed being served Tim Horton's coffee, tea, and treats!

Everyone enjoyed the fabulous entertainment provided by Roland Doucet, on guitar and Reverend Peter Woods on saxophone.

*From left back: Judy Delaunay-Bellevile (Volunteer), Evan Saikaley (Youth Volunteer), Heather Reynolds (Volunteer), Dan Saikaley (Director), Betty-Hope Gittens (Director), Jan Ditchfield (Director), Mike Gaudet (Volunteer) Reverend Peter Woods (Musician). From left front: Kenya Chapman (Youth Volunteer), Vic Delaunay-Bellevile (Volunteer), Roland Doucet (Musician), Kim Bourada (Donor/Community Relations Coordinator)*



## Veteran Residents' Council (VRC)

A New Year! The January election resulted in the following Executive slate:

*President – Gib McElroy (returned), Vice-President – Jim Peck (new), Past President – Bill Cooper, Secretary – Peter Krayner (Volunteer), Co-Secretary – Jerry Fryer, (Volunteer), Treasurer – John Barclay (volunteer), Family Member – Joan Olinik (Volunteer), VAC Representative – Pat Messier and Legion Representative – Bill Redmond.*

The VRC continues to bring forth issues which are, in many cases, dealt with by staff personnel who attend the meetings and otherwise noted for action. Staff update the members on changes at the Perley Rideau which concern all the residences in which Veterans live.

Among the many changes at Perley Rideau which have been initiated and paid for by the Veteran Residents are the Memorial at the Rideau entrance, the smoking room, and the large bus.

The latter was a 'co-production' with the Royal Canadian Legion Zone 5; between them they raised the \$135,000 needed to purchase the vehicle.

At the last meeting, 14 Feb, Lorie Stuckless, Director, Support Services, described some of the many physical changes coming up for the Rideau and Ottawa residences, including: former unit smoking rooms will have the doors and walls removed to provide an open concept area for residents' use, the book library, video library and computer are being moved to long term care residences for better access and, the Rideau 2 North Country Kitchen will be converted to a new kitchen and dining room. The old kitchen on Rideau 2 North will be converted into a new Resident space.

President Gib McElroy noted that, "Even as the Veteran Resident population is declining, the VRC continues to be a forum where their concerns are raised and their voices are heard and respected. The input from the staff in addressing the concerns is invaluable, as the Residents see firsthand the close cooperation between the VRC and Perley staff."



# Family And Friends Council

Our first regular formal meeting this year was held on February 16th at which Jennifer Plant, Director, Clinical Practice and Samantha Diceman, Manager Resident Care of the Rideau Building, presented an informative overview of the **Care Planning Process**. Jennifer and Samantha described the Plan of Care and how it is tailored to each resident's needs. The meeting was well-attended with over 20 participants including several guests from the Champlain Region Family Council Network.

FFC Chair, Ray Bailey provided an update on the status of the pilot informal meetings. Ray advised that while there was some benefit from the informal format, the FFC would discontinue the pilot as there is an opportunity for reviewing family concerns and issues at the monthly meetings. Topics being considered for spring 2017 include approaches to mindfulness (caring for the caregiver) and the role of ethics in resident care.

Our next meeting is on **Thursday, March 16 at 7:00 pm**. The Agenda will include a report by Senior Management, followed by a presentation from Doris Jenkins, R.N., Director, Nursing Operations. Doris has over 32 years' experience as a Registered Nurse and has been with the Perley Rideau for the past nine years in various senior nurse management roles. Doris will be reviewing **The Admission Process** – lessons learned to date, the vision for this process and preliminary plans incorporating feedback from family and residents. She will also discuss the Best Practice Guideline: Person and Family Centered Care and how this approach benefits residents and family members.

This discussion is particularly timely in the context of changing dynamics of shorter average residency and the impact of veteran's transition on level of staffing.

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

*The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff.*

*Participation is open to family of residents, former residents of the Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. There is no membership fee. Current members of the Executive Committee have accumulated a combined total of over 66 person years' experience in the Long Term Care Health system. As well as their involvement with Perley Rideau, some members have knowledge of other Ontario long term care homes. 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 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 remain in touch with you by email or phone by advising us of any changes to your contact information.*

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







# 16th Annual Perley Rideau Night at the Races

Thursday, May 4, 2017

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

Rideau Carleton Raceway and Slots 4837 Albion Rd



**\$60 includes** reserved dinner seating, live race program, \$2 betting voucher, \$10 slot token, complimentary parking and \$20 income tax receipt (revised).

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

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

**Purchase your TICKET today  
at the Foundation office,  
phone 613-526-7173, or online**

[www.canadahelps.org/en/charities/PerleyRideauFoundation/events/2017natr](http://www.canadahelps.org/en/charities/PerleyRideauFoundation/events/2017natr)

**Deadline is Friday April 21 for tickets.**



**All proceeds will go towards the greatest needs of the Perley Rideau.**



**Perley Rideau**

The Perley and Rideau Veterans'  
Health Centre Foundation

La Fondation du Centre de santé  
Perley et Rideau pour anciens combattants

# 2017 Perley Rideau Running Team

## Ottawa Race Weekend – May 27-28, 2017



Determined to build on last year's Ottawa Race Weekend achievements, the Perley Rideau's Race Team has set an ambitious goal for 2017. In 2016, Perley Rideau runners raised more than \$8,000 – enough to pay for a new lift and make life easier for staff and residents alike. This year, the Team plans to raise at least \$10,000 – enough to renovate two of the courtyards by

purchasing new furniture and umbrellas. These outdoor spaces provide a great deal of enjoyment to residents, including members of the Gardening Club. In honour of Canada's 150, any team member who raises at least \$150 in pledges will receive a special commemorative t-shirt. Three members of the team took time out from work- and training - to pose in one of the courtyards: (L to R) Dan Clapin, Foundation Executive Director; Sara Francis, Foundation Administrative Assistant; Landon Brady, Perley and Rideau Maintenance. To sponsor a runner or learn more, contact Sara Francis, the Foundation's administrative assistant (613-526-7173, [sfrancis@prvhc.com](mailto:sfrancis@prvhc.com)).



*Thank you to the Director General Aerospace Equipment Program Management for their continuous support of the Perley Rideau! A great time was had by team members (L to R) Sara Francis, Foundation Administrative Assistant, Colonel (Ret'd) Dom McAlea, Foundation Board Member, and Dave and Terry Reeve, Perley Rideau volunteers, as they hurried hard on February 3rd's bonspiel.*



*Valentine's Day cards were created for the Veterans at the Perley Rideau through a generous project headed by the staff at the Diefenbunker. On January 28 and February 4, children and adults alike were invited to make handmade Valentines for the brave men and women who served our country and now call the Perley Rideau home. These tokens of affection are one of the many ways that Canadians can show their gratitude to the Veterans who helped shape our country. Pictured here is Jack MacKenzie, Perley Rideau resident, and MP for Kanata-Carleton Karen McCrimmon, who created some of the Valentine's Day cards herself!*



*As we celebrate Canada 150, we also celebrate Vimy 100, Passchendaele 100, and several other notable battles from the First World War including Dieppe, Ypres, and Amiens. The Foundation would like to hear stories from residents who had family or friends that were involved in the First World War, and to share these stories throughout 2017 as a way of honouring our past and highlighting connections to residents who call the Perley Rideau home today. If you or a loved one knows of any such stories that you would be willing to share, please drop by the Foundation Office to see Dan, Delphine, or Sara.*



# CANADA 150



# Foundation



*Resident Veteran Peter Brennan celebrates with his family on the occasion of his induction in the Order of St. George. Seen here is Mr. Brennan's proud family, from L to R: John Brennan, Joshua Code, Mary Bowles, Kathleen Code, Steven Code, Amanda Code, Denis St-Amour, Maggie Brennan, Marc Paquet, Laura Brennan, Raymond Paquet, and Aline Brennan and Peter Brennan – married 60 years this year! The Foundation is proud to work with the Order of St. George to honour our Veterans.*

*The Royal Canadian Legion Branch 627 Greely presented a cheque for \$4,000.00 to go towards Veteran care at The Perley and Rideau Veterans' Health Centre. Front L – R: Courtney Rock – Rural Ottawa South Support Services, Linda Wyman – Greely Legion President, Arlene Preston – Greely Legion 1st VP, Bruce Sherritt – Greely Legion Service Officer & Sergeant-at-arms for Leave the Streets Behind and Ottawa Service Bureau Assist Fund; Back L – R: Chantel Jolicoeur – Eastern Ottawa Resource Centre, Daniel G. Clapin – Perley and Rideau Veterans' Health Centre Foundation, Tom Dawson – Winchester District Memorial Hospital Foundation, Ivan Wyman Greely Legion Past President. Thanks for your support!*



*The Royal Canadian Legion Branch 593 Bells Corners presented a cheque for \$5,000.00 to purchase two new tilt-recline wheelchairs at the Perley and Rideau Veterans' Health Centre. These chairs are ideal for proper positioning and reducing pressure. L to R: Theresa Lemieux, RCL Br 593 Bells Corners Poppy Trust; Delphine Haslé, Perley Rideau Foundation Development Officer; Doug Brousseau, Perley Rideau Foundation Board Member; Ron Henderson, RCL Br 593 Bells Corners President. Thank you for enabling the highest quality care of our residents!*

# Taking Care of those Perley Whites

By Muriel Laughton, RDH

Probably most residents, families and staff are aware that there is a very active dental group amongst us. Muriel Laughton, RDH, Amy Pitre, RDH, and Rozina Hussain, RDH, acting as administrator and assistant are the three ladies you may see if you wander down into the Perley Rideau core, near the hearing aid office.

Any staff or resident, whether Veteran or community, can book an appointment to see one of the dental hygienists. They provide oral cancer screening, dental assessments, cleaning, stain removal, and preventative services including fluoride varnishes. They have all the newest materials and technique to promote prevention of oral disease. If needed, they will refer a client to an outside dentist for mandatory restorative work or extractions.

The newest service that Muriel and Amy can provide, that you may be surprised at, is placement of a moderately long lasting fillings called glass ionomers. For those elderly who can't get out to see a dentist, this is an amazing option. The material exudes fluoride, so there isn't a need to drill out decay or do any freezing before the filling is placed. Below the glass ionomer filling, the tooth

slowly remineralizes. Children's dentists are using this material now for kids who aren't a fan of having a needle! The fillings often last until the child's tooth falls out a few years later. If the filling would be removed after a year, little decay remains below!

All the dental staff are friendly, knowledgeable, and strive to place residents at ease. They know that some folk have had negative past experiences in a dental chair. Your experience here will be excellent. The dental hygienist will teach the client and family how to better prevent decay and gum disease. This in turn is reflected in better overall health. They will provide also the tools and materials that will be needed to get that daily bacterial plaque off! You can even select the type of music you listen to.

Yesterday one of our lovely patients, Rosa Goodridge, came up with this slogan for us:

"At the Perley, you want to have Pearly Whites!"

Muriel's extension: #2365

Amy's extension: # 7178

**ASORC**

## Valentine's Day Bake Sale

Over \$350 was raised thanks to the generosity (and sweet tooth) of Perley Rideau staff, residents & their family members, volunteers, visitors, etc. All of the sale proceeds will add to the total of Alzheimer Society's May 13, 2017 Walk for Alzheimer's. By the way, the Alzheimer Society of Ottawa and Renfrew County's team name: The Brainy Bunch.



Join Us...

# The Best Friends Approach to Dementia Care with David Troxel



Learn from leading expert David Troxel, co-founder of the Best Friends Approach to Dementia Care. Best Friends Approach is an international integrated model of care that has an emphasis on a more positive, life affirming approach to the challenges of dementia.

**Topics include:**

- Overview of current trends in dementia care
- Communication and challenging behavior
- Creating a therapeutic environment with Life Story work
- Activities with Engagement

**“Living with memory loss can be a very frightening journey, but when surrounded by Best Friends who help you continue to engage in life and remind you that you are a very special person, the journey is not quite so frightening and can still have many moments of joy.”**

— Joyce Simard, M.S.W., Author, The End-of-Life Namaste Care™ Program for People with Dementia

**Tuesday, March 7, 2017 - 10 a.m. to 4 p.m.**  
Germania Hall, **Pembroke**

**Wednesday, March 8, 2017 - 10 a.m. to 4 p.m.**  
St.Elias Centre, **Ottawa**

*Tickets \$75.00 each*

**Ottawa and Pembroke go to:** [www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa), click on “**Register now**”

**For more information:** 613-523-4004

# What's on Winter 2017?

## Renfrew County



**Conference - Best Friends Approach with David Troxel** – Pembroke, March 7, 2017  
Learn from leading expert David Troxel, co-founder of the Best Friends Approach to Dementia Care. Best Friends Approach is an international integrated model of care that has an emphasis on a more positive, life affirming approach to the challenges of dementia.

*For more information and to register please visit [alzheimer.ca/ottawa](http://alzheimer.ca/ottawa)*

**Support Groups for Caregivers** - Participants are provided with an opportunity to drop in to share and discuss with others who are actively providing care and support to a person living with dementia.

**Renfrew** - Trinity St. Andrew's United Church - 1 p.m. - 2:30 p.m. February 2 - March 2 - April 6

**Deep River** - North Renfrew Long Term Care Centre - 1:30 p.m. - 3 p.m. - February 8 - March 8 - April 12

**Arnprior** - Kenwood Corporate Centre - 1 p.m. - 2:30 p.m. - February 9 - March 9 - April 13

**Pembroke** - Miramichi Lodge - 1:30 p.m. - 3 p.m. - January 30 - February 27 - March 27 - April 24

**Coffee Club** - A support program that provides participants – people living with cognitive impairment and their caregiver- opportunities to connect and share with others.

**Beachburg** - Whitewater Bromley Community Health Centre - 2 p.m. - 3:30 p.m.  
January 17 - February 21 - March 21 - April 18

**Barry's Bay** - Opeongo Seniors' Centre - 1 p.m. - 2:30 p.m. - February 7 - March 7 - April 4

**Eganville** - (Memory Café) Eganville & District Seniors Centre - 10:30 a.m. - 12 p.m.  
February 8 - March 8 - April 5

**Arnprior** - Kenwood Corporate Centre - 10:30 a.m. - 12 p.m. - January 31 - February 28 - March 28 - April 25

**Pembroke** - St. Timothy's Lutheran Church - 10:30 a.m. - 12 p.m.  
January 19 - February 16 - March 16 - April 20

**For more information please contact 613-523-4004 or email [info@asorc.org](mailto:info@asorc.org)**

# What's on Winter 2017?

## Ottawa



*Click on the red title for more information and to register*

### **Conference - Best Friends Approach with David Troxel** – Ottawa, March 8, 2017

Learn from leading expert David Troxel, co-founder of the Best Friends Approach to Dementia Care. Best Friends Approach is an international integrated model of care that has an emphasis on a more positive, life affirming approach to the challenges of dementia.

**Education Series for Caregivers** - Education sessions for family or friends caring for a person living with dementia facilitated by professionals (free of charge). Offered in a variety of locations. 2- 6 hrs instruction per course.

- [Understanding Dementia](#)
- [Identifying Community Resources](#)
- [Late Stage & End of Life Dementia Care](#)
- [Progression of Dementia](#)
- [Transition to Long-Term Care](#)

**Spark!** - A program at the National Gallery of Canada for individuals with dementia and their caregivers. SPARK! Tours are informal and thematic conversations about artworks in the National Gallery's collection. The tours encourage all participants to discuss and spark enjoyment in a welcoming setting (free of charge).

**Minds in Motion** - This program combines one hour of physical activity, led by a City of Ottawa fitness instructor, and one hour of brain healthy activities for individuals with dementia (in early to mid-stage) and their caregiver. Offered in a variety of locations. Two hours (daytime) a week for eight weeks (free of charge).

**Minds in Song** - People with early to mid-stage dementia and their caregivers living in the community are invited to join the group and sing. No training or musical background needed. Facilitated by music instructors. Offered in a variety of locations. 1.5 hrs class (daytime) once a week for 10 weeks (\$84).



## Construction and Renovations Set To Begin

Construction, Renovations and Movements

Here's a list of some of the work now being undertaken by Support Services:



### Perley Rideau Centre

- The Human Resources job posting room will be moved to the atrium space area of the Food & Nutrition corridor.
- The computer room, the resident library and video rooms on the Second Floor of the Perley Rideau Centre are now closed.
  - Computers will be made accessible on some of the units.
- The staff lounge located by the computer club and library will be moving to a new location.
- On Wednesday, March 8, demolition and construction began on the library and computer rooms on the Second Floor of Perley Rideau Centre and continue through March.
  - Construction will continue through the month of March
- Book libraries will be added or enhanced in each of the long-term care residences and apartment buildings. Our DVD collection will be made available through Recreation staff. Watch for details to come. In the interim, residents and tenants can contact Volunteer Services at ext. 2356 to request library loans.
- The Alzheimer Society of Ottawa and Renfrew County will continue to be located on the First Floor of Perley Rideau Centre, across from the pharmacy, and the team will be expanding to the newly constructed space on the second floor.

### All Units

- All the former unit smoking rooms will have the door and wall removed to create an open-concept area on the units.
- The Nursing Medication Supply Rooms will be renovated and there will be one room for each building.
- To improve overall safety and security throughout our Home, we will replace obsolete surveillance cameras and hardware.
- Implementation of the New Nurse Call System continues throughout our Home. Work is currently being done in the Ottawa building and communications and updates will continue.
- Clean linen doors will be put back on throughout our Home and locked, to ensure compliance with Ministry regulations.

Thank you to everyone for your support and understanding as Perley Rideau begins this work on several fronts.

### Ottawa Building

- The Ottawa 2 East (O2E) dining room will be transformed into a classroom learning environment to accommodate Perley Rideau's partnership with Algonquin College.
- The Ottawa 2 East (O2E) Country Kitchen will be renovated to open up the dining area. The accordion doors will be removed, the flooring will be replaced, new dining room furniture will be added and the room will be painted.
- The keypads in the Ottawa building stairwell will be converted to new swipe card access.

### Rideau Building

- A new unit kitchen and dining room will be constructed in the Country Kitchen on Rideau 2 North (R2N).
- The Rideau 2 North (R2N) dining room will be decommissioned and renovated to become a resident space.
- The Rideau 1 South (R1S) staff lounge will be renovated.

### Outbreak Declared Over

Thank you to all staff, volunteers, residents, family for your hard work and diligence to end the recent respiratory outbreak. Continue proper hand hygiene practices to help keep our residents safe and healthy.

### Admissions Review

Perley Rideau is undertaking an intensive examination of its admissions process and seeking to improve this process for staff, volunteers and family. Currently, a review of the admissions process is underway and there will be more news to come. The work is expected to be completed by the end of April.

### Other News

- Employee identification badges will now be completed by Support Services.
- Support Services, with the exception of Food & Nutrition, has been transitioned to the Staffing Office.
- A new supplier has been engaged to provide all nursing medical supplies.
- For all skin and wound supplies, a new supplier has been engaged and education sessions for the new products are currently being held on all three shifts.
- A new infection control precaution caddy will be implemented throughout our Home.
- The Supervisor of Support Services and the Manager of Infection Control are now working on a new auditing tool for room inspections.

### Neighbourhood Parking

For staff and volunteers parking on the neighbourhood streets in the vicinity of Perley Rideau, we remind everyone to be mindful of our neighbours and respect their privacy. Positive relations will be go a long way to keep these parking spots accessible to the public.



*Valentines for Vets began in 1989 when the late newspaper columnist Esther Pauline, known by the pen name Ann Landers, encouraged her readers to create special valentines for Veterans throughout Canada and the United States.*





*Veterans Affairs Canada has been involved with Valentines for Vets since 1996 – the year Perley Rideau opened. Thank you to all the individuals and groups who reached out to remember Canada’s Veterans on February 14th and each day.*



## Paypool Winners: \$100 each

### February 9

- Chad H.: Support Services
- Monica P.: Material Managements

### February 23

- Diana L-B: Food & Nutrition
- Meca V.: Food & Nutrition

**Next Draw Will Be March 9th, 2017**

## Vol. 20-02

### 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

