

The Perley Rideau News



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Vol. 19-10

Between Us... Briefly:
Newsletter For Residents,
Tenants, Family and
Friends, Staff and
Volunteers of Perley Rideau



**Claude Mckenny,
a Second World
War Army Veteran,
pays his respects
alongside 700
others during
Remembrance Day.**



Perley Rideau Facebook friends chose Claude's photo for the newsletter cover.

Inside:

- Minister of Veterans Affairs Honours Perley Rideau CEO, Page 4
- Results of the Resident Quality of Life Survey, Page 8
- The Outcomes of Safety Week, Tributes, Holiday Preparations and More...

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





Stephen Roy

I am pleased to announce the appointment of Stephen Roy to the position of Supervisor, Support Services.

In his new role, Stephen will provide supervisory support to Housekeeping, Laundry, Materials Management and Property Services working under the direction of Chad Haffner, Manager, Support Services.

Stephen's previous supervisory experience included working in the position of Housekeeping Supervisor at the former Rideau Veterans' Home. Stephen has operational knowledge of all of the Support Services departments and has consistently engaged in provided quality services throughout the facility.

Please join me in congratulating Stephen on his appointment and wishing him continuing success in his new role.

Thank you,

Lorie Stuckless NM
Director, Support Services

Paper Form Version of Availability Submissions Eliminated January 1

Since June 2015, QHR has been used by most nursing staff to submit availability. A few employees have continued to submit availability using paper forms, but this has declined and most nursing staff are now using QHR. Effective January 1, 2017, paper forms will no longer be available or accepted – ALL nursing staff will be required to declare their availability using QHR.

This change will:

- make staffing processes simpler and more consistent; and
- reduce the possibility of scheduling errors; and
- reduce unnecessary duplication of data input in the staffing office; and
- eliminate the need to keep and store paper records; and
- reduce the Perley Rideau's carbon footprint

All employees have access to QHR through the kiosks in the Human Resources office (downstairs in Perley Centre), outside the staffing office (2nd floor, Perley Rideau Centre) and through computers on their units. QHR can also be accessed outside the Perley Rideau wherever there is internet access.

If anyone needs assistance with using QHR to submit their availability, please visit the staffing office and Cindy or Karen will be happy to show you how.

Russ Tattersall
Director, Human Resources

Veterans' Week 2016 marked the passing of two beloved Perley Rideau volunteers.



One week before Pearlline Stewart's husband, Herbert, was set to move from the Rideau Veterans' Home to the new Perley Rideau, he passed away October 1995. Afraid of missing her regular chats with "the boys" on Herbert's unit, Pearlline immediately began visiting in a volunteer capacity. Twice a week, for over 20 years, she brought home-baked treats, good wishes and her sweet smile to share with everyone on Rideau 1 North. The residents and nursing staff became her second family, in a home away from home. Pearlline very reluctantly retired from volunteering after being diagnosed with cancer, at the age of 91, this past summer. On November 10, she left us, as her daughter Ann says, to commemorate Remembrance Day with Herbert. Pearlline's funeral was held in Lupton Hall on November 21st.



Marcel Boucher was a proud army Veteran. His service in Bosnia had a profound impact on the rest of his life, as Marcel returned with post-traumatic stress disorder. Ever the kind and compassionate community-builder, Marcel shared his story openly while doing his utmost to help others, whenever he could. Marcel was uplifted by his visits to Perley Rideau, connecting with Veterans during the weekly music group on Rideau 2 South. On November 7, at the age of 56, Marcel's big heart gave out. Following a public campaign by friends and neighbours, Marcel's final wish was granted when he was laid to rest at the National Military Cemetery at Beechwood.



Thank you, Pearlline and Marcel, for your service to our country and to the Perley Rideau community. May you rest in peace.

Minister of Veterans Affairs Honours Perley Rideau CEO

The Honourable Kent Hehr, Minister of Veterans Affairs, presented Perley Rideau CEO Akos Hoffer with a certificate of recognition during a ceremony held in Lupton Hall on November 9th. Akos Hoffer immediately shared the honour with the Perley Rideau's staff of more than 750 and volunteer corps of more than 350.

“I accept this award on behalf of the entire team, who really bring their hearts to work every day and show so much care and kindness to our Veterans.”

“I’m not a nurse,” Hoffer said modestly, “I’m not a physician, dental hygienist, physiotherapist or occupational therapist. I sit at my desk and do paperwork. I accept this award on behalf of the entire team, who really bring their hearts to work every day and show so much care and kindness to our Veterans.”

For the past decade, ministers have awarded certificates to those who make exemplary contributions to the care and well-being of Veterans or to the remembrance of Veterans. In June 2016, while participating in the Perley Rideau’s 20th Anniversary Celebration, Minister Hehr was so impressed by the quality of care provided to Veterans that he decided a certificate was in order.

Minister Hehr presented the certificate to Mr. Hoffer during a ceremony in Lupton Hall marking Veterans’ Week. The ceremony attracted approximately 75 residents and special guests, including General (Retired) Walt Nantncyk, Deputy Minister of



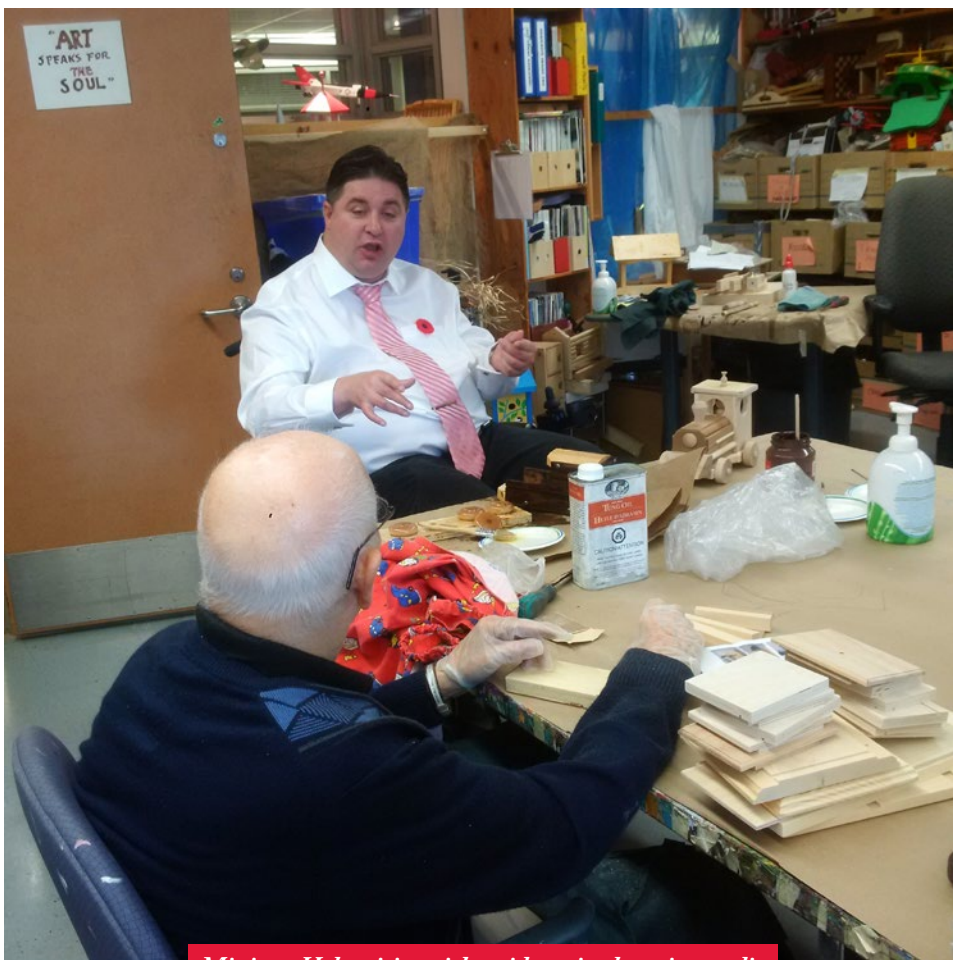
The Honourable Kent Hehr, Minister of Veterans Affairs, presents Perley Rideau CEO Akos Hoffer with a certificate of recognition during a ceremony held in Lupton Hall on November 9th.



The Veterans’ Week poster depicts the memorial statue at Vimy Ridge

Veterans Affairs Canada, and a contingent of CAF soldiers in uniform. The ceremony also featured the presentation of a special poster depicting the memorial statue at Vimy Ridge in France. Next year marks the 100th anniversary of Vimy Ridge. Also part of the ceremony was a performance from a chorus of Veterans from the Perley Rideau Choir. In his remarks, Minister Hehr recognized that the Choir, along with the Perley Rideau's Recreation and Creative Arts Program, make vital contributions to the health and wellbeing of residents. The Perley Rideau is home to 450 seniors, including 250 Veterans of the Second World War and Korean War.

The Minister, who also serves as Associate Minister of National Defence, also extended his personal thanks to Veterans and their families, along with Perley Rideau staff and volunteers. "I've lived in peace and security every day of my life because of men and women, and families like yours," said Minister Hehr. "Since Confederation, some 2.3 million Canadians have served in our armed forces. We owe them so much. And I commend the staff for ongoing efforts to keep our Veterans and seniors contributing. I feel that sense of community every time I come here."



Minister Hehr visits with residents in the paint studio

“At this time of year, the public’s attention turns to Remembrance Day: honouring our Veterans, paying respect and remembering the sacrifice of those who served to ensure and protect the freedoms we enjoy today.

For some, that attention is often concentrated on just the one day, November 11, but in the case of Perley Rideau’s supporters led by our volunteers, the Perley Rideau Foundation and our partner Veterans Affairs Canada you are with us each and every day and have been from the beginning. Many of you are here with us today. Veterans Affairs Canada supports increased bedside care for our Veterans and also funds the Recreation and Creative Arts Programming Service that is a jewel in Perley Rideau’s crown and includes our successful music programming.

The music program at Perley Rideau was launched in November of 2000 with the enduring support from Veterans Affairs Canada and the Perley Rideau Foundation. The Choir has thrived for more than a decade. It’s not the words that bring back the memories and emotions; it’s the voices and music that make it so remarkable.”

Ron Buck Vice Admiral (Retired),
CMM, CD, RCN
Chairman, The Perley and Rideau
Veterans’ Health Centre Board of
Directors

Remembrance Day, November 11th

During the recent Remembrance Day ceremony at the Perley and Rideau Veterans' Health Centre, more than 700 people filled the Cafeteria and lined up along the second floor walkway to attend and pay their respects.

Veterans residing in the Perley Rideau Village were accompanied by family members, staff, volunteers, friends and Veterans from the nearby community. Dignitaries attending the event included David McGuinty, MP Ottawa South, Karen Ellis, Associate Deputy Minister of Veterans Affairs Canada, along with John Fraser, MPP Ottawa South and Jean Cloutier, Councillor, Alta Vista Ward.



Jessie Stephenson, Spiritual Care Worker at Perley Rideau, chats with resident Gerry Bowen following the Remembrance Day Ceremony.



Wreaths were laid by Veteran Residents on Behalf of the Navy, Veterans & Representatives Army, the Air Force, the Merchant Navy, the Korea Veterans and First Nations Veterans.



The Remembrance Day ceremony is a community affair with support from all ages. A wreath was laid on behalf Scouts, Cubs and Beavers of Canada by the 104th Ottawa Scouts.

"I wanted to thank you all for your contribution in helping to make this year's Remembrance Day such a success. It is always so heart-warming to see all our teams working together so seamlessly. I have received many compliments from residents and families about how lovely the Remembrance Day ceremony was. Each day you all go above and beyond to serve our residents and this past Remembrance Day was no different. As we gathered to honour our Veterans, I was once again reminded of what a great team we have here at the Perley Rideau. Thank you to everyone for all your hard work and dedication."

Robyn Oraziotti – Coordinator,
Recreation and Creative Arts Service



More than 200 people gathered in the cafeteria for the annual visit of show the SGT. WILSON's ARMY SHOW®, enjoying the classics from the '40s and '50s.



Aimee Pacey, daughter of staff member, Sarah, presented cards and cookies to pay tribute to Perley Rideau's residents during Veterans' Week.

Flu Shot



Thanks to all who supported and attended Perley Rideau's public flu shot clinic on November 16 and thumbs up to Ottawa Public Health for supporting this initiative to help keep our residents – and community – safe.

Let The Holiday Season Begin!



On Friday, November 25th the Recreation and Creative Arts Service began its annual Christmas decorating blitz. Together along with residents, volunteers and family and friends, 32 Christmas trees were decorated to celebrate the season on the units and in the central spaces.



Looking good for the annual staff Holiday party. Thanks to Megan S. for sharing.



Thanks to all the people who attended our recent Christmas Craft Sale in the Cafeteria, Perley Rideau Centre. Proceeds from the sales benefit our resident artists. Still looking for a unique gift for that special person? The Perley Rideau arts studios are open to the public.

Quality of Life Survey

Resident Quality of Life Survey Complete

The results of the 2016 Resident Quality of Life survey are in! Thank you very much for your participation to help guide our quality improvement work. Also a special thanks to the staff and volunteers who made this happen! We received 82 responses this year which far exceeds the 50 minimum response rate.

The survey results show:

- We have a significantly higher proportion of male residents compared to other homes
- About two thirds of our residents have been here for two years or less
- Many of our residents are coming to our home in a later stage in their life (85 years old)

According to you, we are doing well in the following areas:

- Staff responsiveness
 - ♦ I am able to get help right away if needed
 - ♦ I am able to get other needed services
 - ♦ I am treated with respect by the staff
 - ♦ Staff respect what I like/dislike
 - ♦ Staff pay attention to me
 - ♦ The care and support I get helps me live my life the way I want
 - ♦ Staff respond quickly when I ask for assistance
 - ♦ I can get health services that I need
- Personal control
 - ♦ I can easily go outdoors if I want
 - ♦ I can go where I want on the “spur of the moment”
 - ♦ I decide how to spend my time
 - ♦ I control who comes in my room
 - ♦ I decide what cloths to wear
 - ♦ I decide when to go to bed

- Other
 - ♦ Staff take the time to have a friendly conversation with me
 - ♦ I would recommend this site or organization to others
 - ♦ I feel safe when I am alone
 - ♦ Staff ask how to meet my needs

You also identified areas where we can do better. In particular, you identified the following areas for improvement:

- People ask for my help or advice
 - ♦ We are currently recruiting resident advisors to help as partners in various quality improvement initiatives. Stay tuned for how you can be involved.
- I get my favourite foods here
 - ♦ We recognize that this is an important issue for residents. We are launching a new menu, and currently are seeking feedback at the Residents Councils meetings. We will also be conducting a food services review in 2017.

Thank you to the following individuals for their help interviewing the residents and allowing us this great opportunity to hear from the residents.

- Alannah McBride – Volunteer
- Evangeline Agamos-Viegas – Unit Clerk
- Heather Moxley – Volunteer
- Kim Beaudoin – Unit Clerk
- Michael Gagnon – Volunteer
- Rebecca DesRoches – Consultant, Strategy and Transition
- Robert (Bob) Gemmell – Volunteer
- Shelley Beaulieu – Unit Clerk

Evaluating Success with NQuIRE

By Daniela Acosta BSc., BScN, RN



Why Evaluation is Important?

We can all agree that implementing best practices across an entire facility is no easy feat, but shouldn't a good plan and a motivated team be enough? Though these are very important aspects to success, unfortunately, they are not the only ingredients. The way that Best Practice Guidelines (BPGs) are implemented also affects the outcome. How do we know that the work we do is actually creating the outcomes that we want? Though the answer to this question is multifaceted, the overarching solution is simple: Evaluation.

According to the Registered Nurses Association of Ontario (RNAO), evaluation is a key component to achieving success in implementing practice changes. It is not just something that is done at the end of the process. Evaluation actually must start at the beginning and be a continuous, pro-active effort to monitor the impact of each change you make. In doing this, we can make informed decisions when altering or tweaking the implementation plans. We can continue those interventions that are working and stop those that are not before too much time or resources are wasted. Furthermore, understanding the reasons for successful implementation can also highlight areas of focus when designing an ongoing sustainability model for the interventions that are working.

NQuIRE

To help Best Practice Spotlight Organizations (BPSO) evaluate their implementation processes, the RNAO has designed an exclusive evaluation program for them to use. It is called NQuIRE: Nursing Quality Indicators for

Reporting and Evaluation. The program was designed to collect data systematically, based on quality indicators as determined by the BPGs. Since the BPSO program spans across the world, it is also important to note that NQuIRE represents an international quality improvement initiative. The data that we input not only tells us how we are doing on an individual level, but also how we compare to similar facilities within our region, or even across the globe. As a BPSO, the Perley Rideau is expected to collect data monthly and input it on a quarterly basis.

Quality Indicators

With all the practice changes and BPG implementation interventions that are occurring, it can be hard to know exactly what type of data we need to collect. It is also necessary to consider how the Perley Rideau has historically collected quality data. The methods in which data is collected can hinder or support practice changes as well. Fortunately, the RNAO NQuIRE system comes with a list of quality indicators that were created by the RNAO, which reflect the evidenced based information from the BPGs.

Quality indicators use data to measure the quality of care that residents are receiving. There are three main types of quality indicators that BPSOs utilize that help give a bigger picture of the many factors that influence care and quality.

Outcome Indicators: These measure a specific change that indicates achievement of the desired goal or outcome. Measuring the facility's resident falls rate, for example, is an outcome indicator. The goal of the Fall Prevention BPG team is to decrease the fall rate across the facility.

Process Indicators: These measure the quality of the processes in place that contribute to the overall final goal. This provides insight into whether interventions are working or not. For example, monitoring the quality and the compliance of the fall risk assessments done on new admissions is a process indicator.

Structural Indicators: These measure structural aspects of the facility. They give insight into external factors that may be affecting health outcomes. For example: employee turn-over rates or staffing ratios.



Communicating the Data

What good is data if no one is aware of it? Without analysis, data is only numbers. It is important that front line staff be aware of the data too. This way they can see the efforts of their practice as well as identify opportunities for improvement at the point of care.

Since NQuIRE is not available to everyone, BPSO plans to bring the data to you. We will be posting the data on the Communication/Quality Improvement boards which are located on each unit in the break rooms. This data will be shared monthly. The information will be unit specific.

We invite you to take a peek every month to see how your amazing work is helping to make our resident's safer and healthier!



Thank you to the local flower shop that donated 4 large fresh wreaths for Remembrance Day. Perley Rideau's horticultutal therapist then crafted 16 centre pieces with the flowers.



Safety Week

The first Safety Week at the Perley and Rideau Veterans' Health Centre was a recent great success. We had a great turnout thanks to your support. Fifty two people participated in the "Amazing Safe" game while 57 posts and 167 dots (likes) were received on the "Wall of Speaking Up". We've received some great questions and concerns from you, and we are currently working to provide you with answers. We will provide detailed comments related to each post or groups of common posts. We will also provide you with information about where this issue stands in our organizational work plan, whether it has already been completed (green), in progress (yellow), or it's something that is not possible at this time in a "Stoplight Report". For example, your posts identified that improvements regarding the parking lot can be made to the following areas: number of spots, security, speeding and lighting. Here are what we have to say related to this topic:

- There are security cameras in the parking lot and upgrading the cameras is on the 2017 Capital budget and pending approval.
- Some of the lighting in the Gatineau has been upgraded to improve visibility.
- Increased parking spots have been identified as a priority as part of our strategic planning and we have published a map with additional details providing an overview of our parking lot.
- We are currently working with a sign company to look at our signs installed on the parking lot to improve traffic flow and visibility.



**Please
Continue to Speak
Up about Safety
Concerns**

We will be presenting this report in the cafeteria area in December. In the meanwhile, we would like to encourage you to continue speaking up about your safety concerns through the following venues.

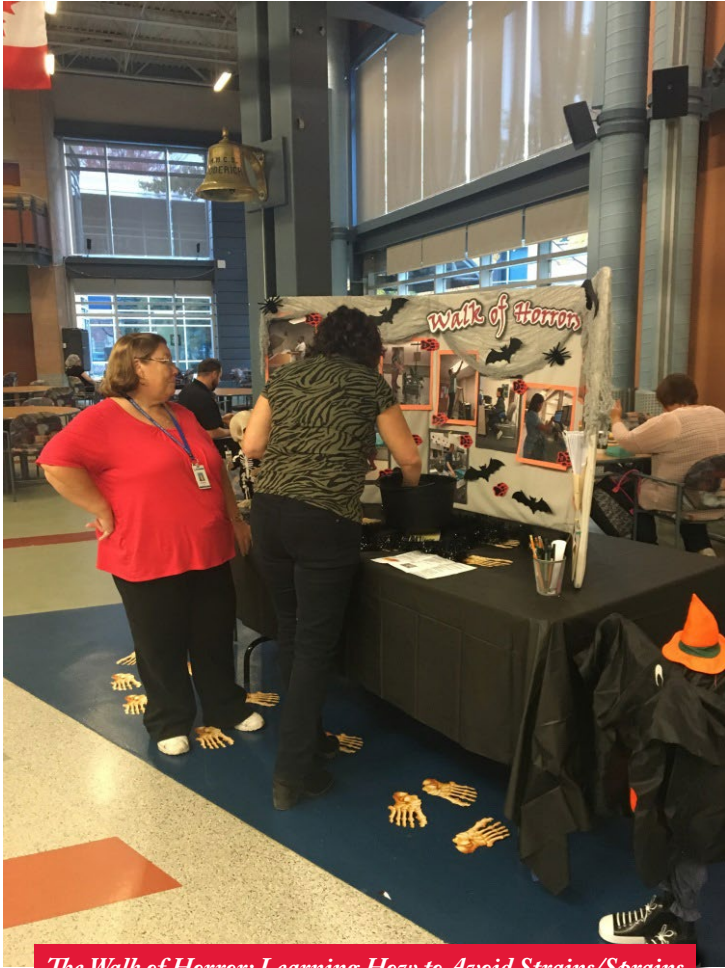
We ask employees, volunteers, residents and families to help address your safety concerns.

- Preferred Method : Report unsafe conditions using PM Worx, Hazardous Condition Reports (employees and volunteers) and for residents, clients and families to inform the registered staff/Manager/employee, who will inform their supervisor.
- Employees may also report a concern to their Health and Safety representative of the Health and Safety Committee (see bulletin board in Cafeteria for names and contact numbers).
- Residents may also bring concerns to Veterans' Residents Council or Family and Friends Council and the Community Resident Council.
- To accept Safety Concerns, there is also a suggestion box in front of the bulletin board in the cafeteria that has the banner "Safety-We Are Worth It".

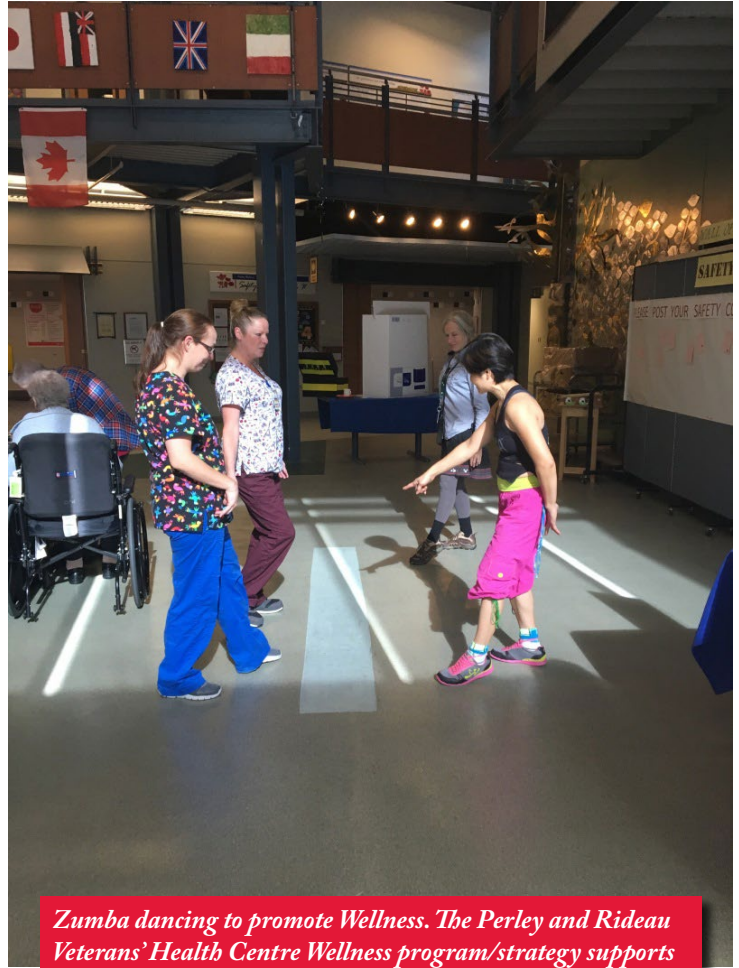
Here are just a few of the ways that we will continue to ensure that safety is a priority at Perley Rideau:

- Monthly unit inspections by Nursing departments and Support Services
- Monthly inspections by the Health and Safety Committee
- Preventative maintenance
- Risk assessments, task analysis, ergonomic assessments by the Employee Health Coordinator
- Safety as a standing item on all monthly staff meeting agendas
- Make available Hazard Condition Form and online, PM Worx
- Safety Assessment for Assisted Living Program and ongoing Audits

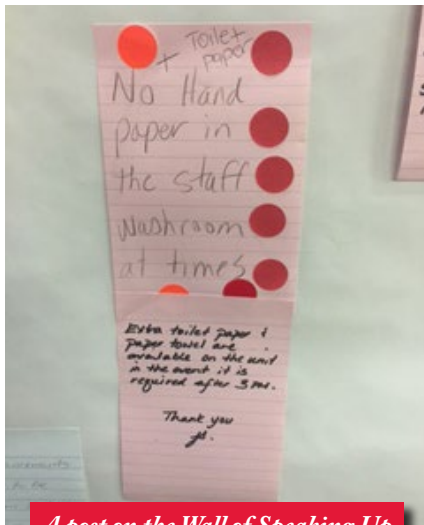
Thank you for keeping each other safe!



The Walk of Horror: Learning How to Avoid Strains/Sprains



Zumba dancing to promote Wellness. The Perley and Rideau Veterans' Health Centre Wellness program/strategy supports employees to enhance their physical, emotional, spiritual and intellectual well being.




A post on the Wall of Speaking Up



Nasria Moba (far right) and Larry Wang (second left) instruct residents on proper hand hygiene techniques.

LOOSE LIPS



MIGHT Sink Ships

**And gossiping about a person's
health information is a breach of privacy!**

**Breaches under the Ontario privacy legislation may result in disciplinary action.
Know your rights and responsibilities, complete the online Surge Learning.**

Take our Kids to Work Day

The first Wednesday of each November, Perley Rideau plays host to Grade 9 students curious about the work their parents or relatives are doing to improve the lives of seniors in our care. The day starts with a presentation by staff from Volunteer Services, Human Resources and Recreation & Creative Arts, who provide an overview of employment opportunities, career planning, job seeking and interview tips. Students then tour the Centre and assist residents attending morning classes in the Creative Arts Studios. During the afternoon, they shadow their working parents or help porter and visit with residents in the Ice Cream Parlour. Throughout the day, students are tasked with interviewing residents and staff to explore potential education and career paths.



It's a fun day of hands-on learning which frequently results in applications to volunteer or complete High School co-op placements at Perley Rideau. We hope to see some of this year's group (pictured above) again soon!

International Volunteer Day Contest for Volunteers

International Volunteer Day



International Volunteer Day

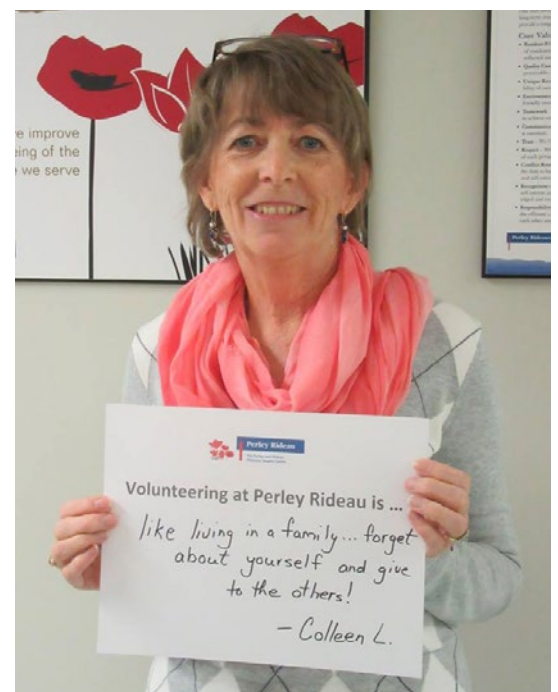
International Volunteer Day is a global celebration of volunteers. It takes place every year on December 5 to shine a light on the impact of volunteer efforts everywhere.

Volunteers are leading social change around the world. This special day promotes the work of volunteers at all levels, including local, national and international.

United Nations Volunteers founded International Volunteer Day in 1985.

– Source: www.volunteer.ca

To celebrate International Volunteer Day 2016, we held a contest, asking Perley Rideau volunteers to complete the sentence: “Volunteering at Perley Rideau is...”. Watch our social media pages for some inspiring messages from our dedicated volunteers, like this one from Colleen.



Family And Friends Council

The final meeting of the 2016 calendar year was our **Annual General Meeting** which was held on November 24, 2016. We heard from guest speaker **Dr. Ruth Ellen BScH, MD, FRCPC**, a Geriatric Medicine Specialist, on “**Managing Frailty the PATH (Palliative and Therapeutic Harmonization) way: Conversations and Care**”. Dr. Ellen provided a compelling and informative review of the PATH model of care and the condition of frailty and what it means for caregivers and their loved ones. Dr. Ellen was accompanied by **Kristine Haselsteiner, a caregiver daughter**, who talked movingly about how a PATH approach can make a real difference.

At our AGM, our Annual Report for our fiscal year ended June 30, 2016 and the Council’s Strategic Plan were presented and approved. Both reports will be posted shortly to our webpage on the Perley Rideau website. Our new slate of executive was also approved

and this information will also be provided on the Perley Rideau website.

As 2017 quickly approaches, we’re finalizing our Winter 2017 programme. As we go to press, we can announce the following: the 2nd informal, one hour, **Circle of Care gathering** will take place **Wednesday, January 18th at 2:00 pm**. Then at the more formal meeting on **Thursday, February 16th at 7:00 pm**, the Agenda will include a report by Senior Management, followed by a presentation on **Care Plans: Their Role in the life of a Resident**. This will describe how they are created; who can make updates, how they are maintained for resident care and how families are continuously involved in the various steps.

The Council will not meet in December due to the numerous pre-Christmas events taking place at Perley Rideau.

The Mission of the Family and Friends Council:

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

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

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

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



Christmas Tree Sale



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

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

Prices start at \$45



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

\$60 includes \$25 income tax receipt, live race program, \$2 betting voucher, \$10 slot token

Silent auction and great raffle prizes to win!

Purchase your **TICKET** today online at

www.canadahelps.org/en/charities/PerleyRideauFoundation/events/2017natr

or phone 613-526-7173. Deadline is Friday April 21 for tickets.



Perley Rideau residents, Veterans, volunteers and staff watched the Senators play the Minnesota Wild thanks to the generosity of The Trinity Development Foundation! A good time was had by all. Go Sens Go!



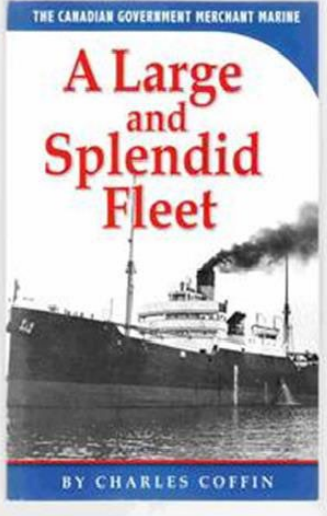
The Royal Naval Engineers Quart Club presented their annual donation to the Perley Rideau Foundation on Remembrance Day. This year's donation totalled \$6,000.00 and will go to support Veteran comfort. Thank you for your life-giving support!
L-R: Gerry Lanigan, RNEQC Vice Pres. William Broughton, Arnold Eyre, RNEQC Hon. Sec. David McCracken, Foundation Executive Director Daniel Clapin, Foundation Board Chair Brig-Gen (Ret'd) Charles Lemieux, Veterans' Council President Gib McElroy.



Foundation Executive Director Daniel Clapin and Development Officer Delphine Haslé attended the 2016 Black Tie Bingo, presented in part by the Eldercare Foundation of Ottawa. The Eldercare Foundation of Ottawa has donated \$9,500.00 to the Perley Rideau Foundation over the last five years

A Large and Splendid Fleet

The Story of the Canadian Government Merchant Marine
 By: Charles Coffin
 Includes profiles of 63 ships
 \$20.00 each
 All proceeds go to the Perley Rideau Foundation



Veterans Publications
 Family Histories, Recollections and Memoirs

Foundation



On November 4, the Perley Rideau Foundation was the recipient of a very generous donation of 12 brand new Bios manual wheelchairs from MD Financial Management. MD Financial Management took part in Wheelchairs for Charity, a team-building exercise hosted by Canadian Outback Adventures & Events, where participants are encouraged to assemble wheelchairs and experience what maneuvering in a wheelchair is like. At the end of the exercise, the chairs are donated to a local charity. Thank you to all who participated for your kindness and for giving our residents a lift! For information about MD Financial Management, go to md.cma.ca



Members of the crew of Her Majesty's Canadian Ship Ottawa visited the Perley Rideau to enjoy tea with Navy Veterans and present the Foundation with a cheque for \$6550.00. Thank you to all who attended!
 L-R: Daniel Clapin, Foundation Executive Director; Lieutenant-General (Ret'd) Marc Caron, Foundation Board Member; Cdr/Capt Sylvain Bellair, Commanding Officer, HMCS Ottawa; crew members of HMCS Ottawa.

www.alzheimer.ca/ottawa

Webinars

Skills and tools for caring for a person with dementia

Use your computer, internet connection and phone to participate in a live presentation.



**Wednesday
January 18
2017**

Connect Not Correct – Communication & Dementia

Learn more about how changes in the brain affect communication and understanding. Learn strategies to help improve your communication with the person with dementia, and how to use language and non-verbal cues to connect in meaningful ways.

**PRE-REGISTRATION
REQUIRED**

Register Online:

alzheimerottawa.ca/register-on-line

Register by Phone:

613-523-4004 (Ottawa)

1-888-411-2067 (Renfrew County)

Time: 6 p.m. - 7:30 p.m.

Cost: Free

**Wednesday
February
22
2017**

A Long Journey - the Experience of Grief in Caregiving

Loss and grief are among the most significant and challenging issues you will face as a caregiver when supporting a person with dementia. Whether you are caring for your partner, your parent or a friend with dementia, you may experience losses and grief in different ways at all stages in the dementia journey. Learn more about grief and dementia, and how to work with this process in a healthy way.

Soci t  Alzheimer Society
OTTAWA AND RENFREW COUNTY

www.alzheimer.ca/ottawa

Telephone Learning Opportunity

Speaking Up – Tips and Strategies on being an Advocate

January 19, 2017 | 2 p.m. - 3 p.m.

Register by email at scww@thegoodcompanions.ca or call 613-236-0428 ext. 2323



The Seniors' Centre Without Walls program is offered in partnership with Good Companions Seniors' Centre . The program provides learning opportunities over the phone; all you have to do is register, and the team will call you at the time of the presentation. You will be able to learn all about community support services and how to develop a plan for support from the comfort of your own home. Register today.

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OTTAWA AND RENFREW COUNTY

www.alzheimer.ca/ottawa

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**

Cost: Early Bird before January 1, 2017 - Tickets \$75.00 each
****After January 1, 2017 - Tickets \$100.00 each****

Ottawa and Pembroke go to: www.alzheimer.ca/ottawa, click on “Register now”

For more information: 613-523-4004

Soci t  Alzheimer Society
OTTAWA AND RENFREW COUNTY

For Sale to the Perley Rideau Community

Desktop Computers

- Manufacturer: HP/Compaq
- Model: 5008MT
- CD/DVD Read/Write Drive
- Processor: Pentium E5400 Dual Core CPU @ 2.70 Ghz
- Memory (RAM): 2 Gigabytes
- Storage Capacity: (Hard Drive)300 Gigabytes
- Video: Standard VGA
- USB: 4 ports
- Built-in Ethernet Controller
- Windows 10 installed
- Purchased by Perley Rideau in 2010
- \$50 each

For all staff that received their flu shot outside the confines of Perley Rideau, you must notify Cheryl Kemp by doing one of the following

- Take a photo or scan proof of immunization and email to ckemp@prvhc.com
- Fax proof of immunization to 613.526.7201
- Put a copy in an interdepartmental mail envelope addressed to Cheryl Kemp.

To make a purchase and find out more email: info@prvhc.com

Paypool Winners: \$100 each

November 17

- Magie Caguioa: Ottawa 1 West
- Kathryn Ryer: Resident Care Liaison

December 1

- Landon Brady: Plant Services
- Donna Richards: Housekeeping

Next Draw Will Be Dec 15th, 2016

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Newsletter credits

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

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

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

Please note that the newsletter is available online at www.PerleyRideau.ca. All submissions are welcome.

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