

# Between Us... Briefly



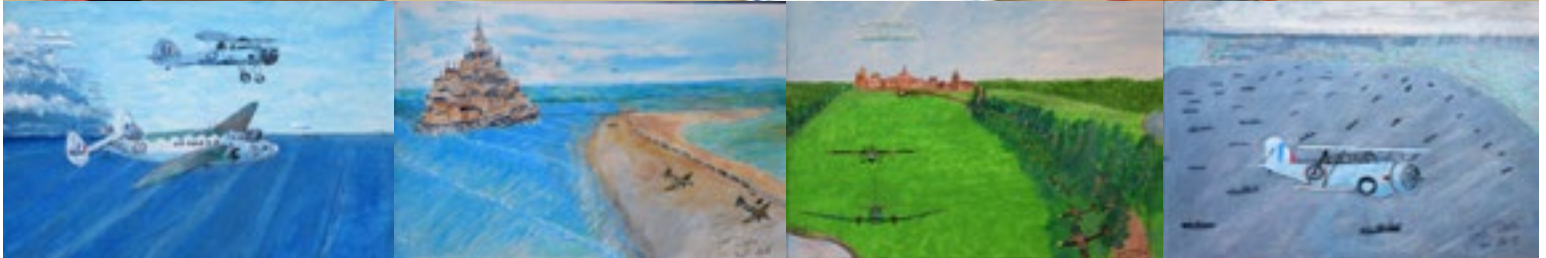
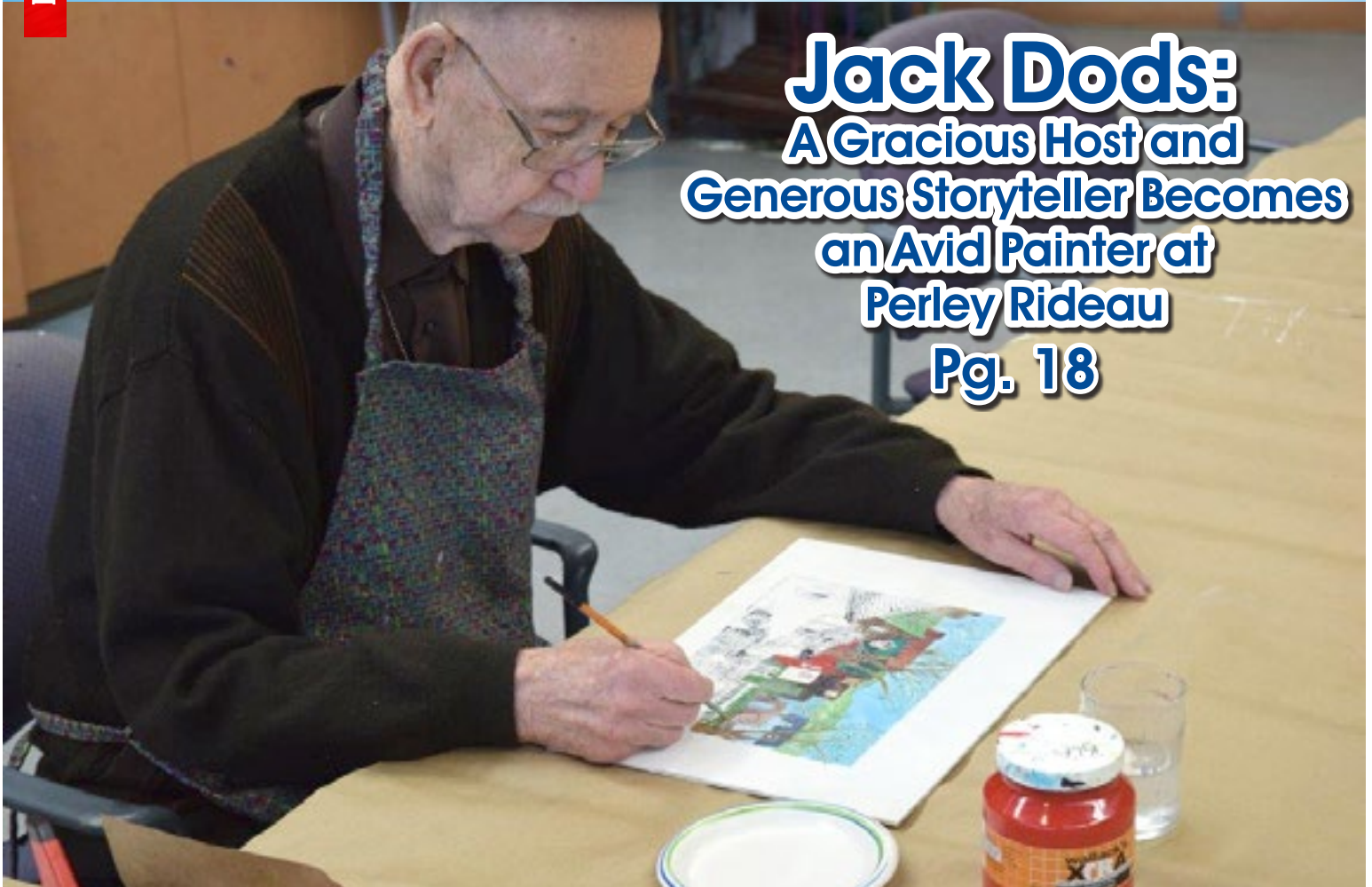
Perley Rideau

The Perley and Rideau  
Veterans' Health Centre

Vol. 19-02

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

## Jack Dods: A Gracious Host and Generous Storyteller Becomes an Avid Painter at Perley Rideau Pg. 18



### Inside:

- A Q & A with CEO Akos Hoffer on Phase 2 of the Perley Rideau Journey – Pg. 6
- National Ethics Health Week, Nursing Week and more – Pg. 12
- Perley Rideau's Fountain of Appreciation is flowing– Pg. 15
- And more...



# Staff Survey Now Available and Action Planning Underway

Staff can now review the full results of the 2015 Pulse Survey by logging into QHR.NET. Action committees have now been formed to examine the following two survey questions:

1. I have enough time to do my job adequately
2. I get the information I need about things that matter to me

The Action Planning teams are working on ways to address issues that contribute to dissatisfaction on these two questions.

Thank you for your efforts to make the Perley and Rideau Veterans' Health Centre a great place to work for people dedicated to enriching the lives of seniors.

## Welcome, Danielle Sinden



Please welcome Ms. Danielle "Danny" Sinden, our new Manager, Sub-Acute Care.

With more than a decade of experience working at Bruyère Continuing Care and the Research Institute, Danny was the Director of Outpatient Programs and Scheduling Resources following stints as the Director of Outpatient Programs and

work as the Manager of the Regional Palliative Care Community Services.

After graduating with a Bachelor of Science from Queen's University, Danny headed west to complete her education at Simon Fraser University in British Columbia where she earned a Post-Baccalaureate Diploma in Aging and a Master of Arts (Gerontology).

A LEAN certified green belt in process improvement, Danny's passions for quality improvement and change management guided her leadership of several inter-

professional and multidisciplinary teams. This combination of skills and proven success will be relied on as Danny heads the Perley Rideau team in the launch of this unique 20-bed Unit on Ottawa 1 West.

Danny officially started at Perley Rideau this week, settling into her O1W office. Many staff had the chance to meet Danny during the recent Town Halls.

Danny lives in Ottawa with her husband and one daughter.

**Please welcome her to our Home.**

Perley Rideau has redesigned the look of its identity badges, adding colour and increasing the font used for first names, amongst other improvements.

Staff will now be associated with one of five distinct divisions.

1. Administration
2. Nursing Operations
3. Human Resources
4. Support Services
5. Community Outreach and Programming.

Support Services is now providing these badges to new hires and new volunteers and planning a smooth transition for current staff. Watch for more details in the days and weeks ahead.





# 2016 Community Volunteer Income Tax Program

Help is available for 2015 income tax returns. This free service, provided by the Canada Revenue Agency and Perley Rideau Volunteer Services, is available to residents and tenants.

Qualifying individuals have 2015 income of \$30,000 or less, and have 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.

Appointments must be made in advance.

Perley Rideau long-term care residents or family members must book an appointment for the clinic which

will be located next to the wagon in the main hallway  
Saturdays - March 19th, March 26th, April 2nd and April 9th from 10:00am to 2:00pm

To book appointments for this location, email [volunteer@prvhc.com](mailto:volunteer@prvhc.com)

Tenants at Commissionaires Ottawa Place & Building B must book an appointment through office staff for the tax clinic which will be held in the Great Hall.

Sundays - March 20th March 27th April 3rd and April 10th from 10:00am to 2:00pm &

Wednesdays - March 23rd March 30th April 06th April 13th and April 20th from 10:00am to 1:00pm.



Preparations are underway for National Volunteer Week 2016. Watch for nominations to open early March for the Volunteer of the Year, Advocacy and Team Awards. The exceptional contributions of Perley Rideau's volunteers will be celebrated at our annual recognition event on Thursday, April 14. Invitations coming soon!

Dear Mr. Hoffer,

I am writing to say thank you to the Perley Rideau Veterans Health Centre for the very professional and compassionate care afforded my mother, Joan Howe Bennett, since October, 2011.

My mother passed away on February 4th, in the evening. I was unable to be with her, but was consoled by the knowledge that she was surrounded by caring people in Rideau South 1 who knew her well and who would comfort her.

There are so many excellent staff members I would like to recognize. I thought it would perhaps be best to go right to the top and ask that my thanks be disseminated through the hierarchy to those who work in Rideau 1 South, or who provide care to patients, including Rideau 1 South.

The personal care workers, the unit clerks, the nurses, the doctors, the recreation team, pastoral care personnel, the violin-playing chef, and the cleaners whom I have met over the course of my mother's time at the Perley Rideau have all been wonderful. In every instance, she felt safe, cared for and knew that she mattered. And in every instance, as POA for personal care and concerned daughter, I also felt supported.

On the very rare occasion where there were any non-medical hiccups, the response to my expression of concern was always immediate and effective. Samantha Diceman and Colleen Barbier consistently followed up to ensure that I was happy with the outcome for my mother. After the death of my brother and over the last year, when I was often absent but concerned about my mother's morale, Resident Care Liaison Sarah Tellier and others made a special effort to be there for her and kept me posted, responding to any of my emails or calls. The teamwork between and among the various departments was excellent - I am well aware that is no mean feat in a large

organization. I should note that this included the open and excellent relations between the Perley Rideau team and my mother's personal sitter, the wonderful Clerene Campbell.

My primary interlocutors on the health care team were Linda McFarlane and Dr. Ngo-Minh. Mother found them reassuring and knew they would respond and help her deal with any discomfort or ailment. I appreciated the complete but concise care conferences and the thoughtfulness and attention paid to ensuring that I was advised and consulted about any changes or concerns throughout the year. My mother had great faith in her health care team. I should note that all of the nurses have been outstanding - Lujain, Michelle, Deb, Melanie and others.

The unit clerks, Cecile and her predecessor, have been extremely helpful and compassionate. The Recreation team has paid special attention to my mother's interests in classical music and worked to keep her mentally active and engaged.

I hope that individuals whom I have not mentioned will forgive me for not identifying them specifically - the rotational nature of the PSWs makes it difficult for me to retain all the names, but I would mention Rene, Jean and Heather, among others, who were among my mother's favourites. (There are others, but, to my regret, I am not brilliant at remembering less familiar names from outside the Anglo Franco cultures).

In short, I want to thank you all for helping my mother live out the last years and moments of her life with as much quality, dignity and compassion as was humanly possible.

*Sincerely  
Julia Hill*

# THANK YOU FOR ATTENDING THE CEO TOWN HALL: Phase 2 of the Perley Rideau Journey

## FEB 11<sup>TH</sup> IN THE GAMES ROOM

# 193

**Number of staff  
and volunteers  
to attend the  
Town Halls**

# 9

**Number of  
Town Halls over  
14 hours**

# 60

**Number of surveys  
returned. Thank You  
for your interest  
and engagement!**

# 3

**number of survey questions that  
earned an average score of  
"very good"**

### Average Response For 6 Questions:

1. Clarity and completeness of the presentation:
2. Were you able to get an answer to something you had been questioning?
3. Was the presentation helpful to you in understanding Phase 2?
4. Sufficiency of time for questions and feedback:
5. Do you understand where you can help in supporting this transition?
6. Overall rating for session:

### Average Response

Very Good  
Good  
Very Good  
Good  
Good  
Very Good



# Question and Answer Session with Akos Hoffer, CEO:

## Phase Two of the Perley Rideau Journey



*Perley Rideau CEO, Akos Hoffer, sat down for a Q & A to discuss Phase 2 of the Perley Rideau Journey and the introduction of a new 20-bed “special designation” Unit for seniors at risk.*

*This is the first in an ongoing series to share information about the Journey and to address questions about the Unit that is awaiting formal approval.*

*“The healthcare system is starting to recognize Perley Rideau for the care we provide”*

**Akos Hoffer**

### Q: Where is Perley Rideau at in its journey?

**Akos Hoffer (AH):** Let me provide an historical context: in 1995, we were the product of a consolidation between three organizations: the Perley Hospital, the Rideau Veterans’ Home, and the National Defence Medical Centre.

The federal government contracts Perley Rideau to provide 250 long-term care beds World War II and Korean War veterans but not modern veterans. The province also contributes support as well. As time passes, there will be fewer and fewer Veterans and this reality will result in a major change for us that will impact our organization, financially and in other ways.

This change was inevitable; back in 2008 we researched and consulted to develop a 15-year strategic plan called Creating a Seniors Village.

The three phases of the plan are:

1. **Phase One:** Broaden the Spectrum of Care (2010 - 2015)
2. **Phase Two:** Adapt to the Changing Veterans’ Population (2015-2020)
3. **Phase Three:** Be Recognized as a Centre of Excellence for Long-Term Dementia Care (2020-2025)

Phase One of our strategic plan covered 2010 to 2015. Through those years, we launched different programs like Assisted Living Services, we built the seniors

apartments, welcomed the Guest House and late in 2015 opened the Perley Rideau Physio & Massage Therapy Clinic. We accomplished about 90% of our goals. I’m proud of our achievements that prepared us for Phase Two.

### Q: it’s early in 2016, what’s next in Phase 2 for Perley Rideau?

**A.H.:** As we move forward in Phase Two, the challenge now is to adapt to the changing Veterans population. Although we have to work to make up for a significant decline in financial support from governments, we are motivated by much more than the need for money.

Keep in mind, that when it comes to providing respectful, safe and appropriate care for seniors, we are second to none. We really have an excellent reputation because of all the great work of our staff and support from our volunteers. I know that the rest of the healthcare system is starting to recognize Perley Rideau for the care we provide and the Home we have created.

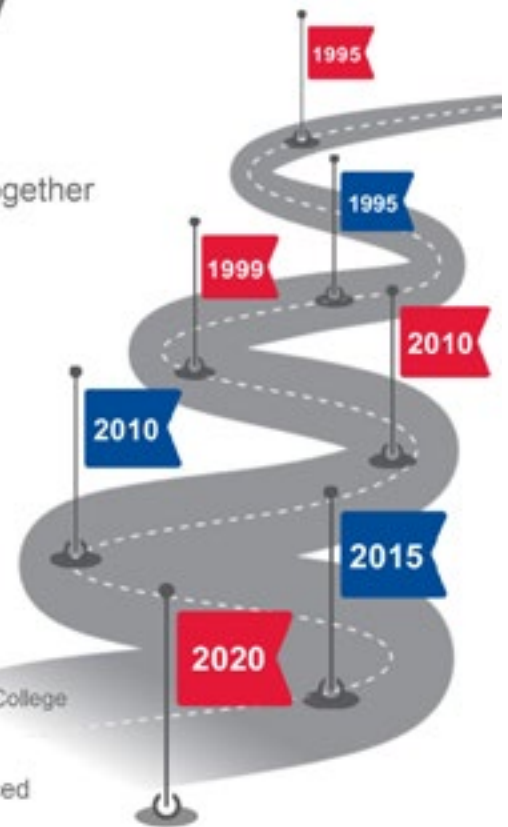
*“We will identify opportunities to integrate the services of the local health system”*

**Akos Hoffer**

That said, our contract with the Champlain Local Health Integration Network (LHIN) states an

# The Perley Rideau Journey

- 1995**    **Consolidation**  
Hospital, Veterans' Home and Medical Centre join together
- 1995**    **Opening**  
Chronic Care Hospital Opens with unique facility layout
- 1999**    **Conversion**  
Long-Term Care Home Designation
- 2010**    **Plan**  
15-Year Strategic Plan Released
- 2010**    **Broaden the Spectrum of Care: Phase 1**
  - ALS, Apartments, Convalescent care, Guest House, Day Program, expand commercial tenants
- 2015**    **Innovate: Phase 2**  
Adapt to the changing veterans' population:
  - Sub-Acute Unit, Primary Care, Partnerships with uOttawa, Algonquin College
- 2020**    **Aspire: Phase 3**  
Establish a Centre of Excellence for Dementia Care and Advanced Seniors Care
  - Research, Training, an Advanced Health Centre for Seniors



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



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

expectation that we work in conjunction with the LHIN and other health service providers, like other long-term care homes and hospitals, to identify opportunities to integrate the services of the local health system and provide appropriate coordinated, effective and efficient services.

The government is really looking to the system to expand capacity to meet that demand of this growing seniors' population and we have an obligation to try to make life better for seniors in our Home and throughout the region.

Take Perley Rideau's excellence for providing care to Seniors in one of the province's largest long-term care homes, couple it with a dedication to become a highly valued member of the Ottawa health care system and you start to see how we conceived of this unique project to help the region's seniors.

## Q: What is this "unique project"?

**A.H:** We have designed, what's called an Integrated Subacute Care Unit for the Frail Elderly. S.A.F.E. is the acronym we're using.

The idea here is that a 90-year-old grandmother goes into the hospital. She's admitted to get treatment of a medical problem, but during the course of the stay, she deconditions and that leads to other problems, potentially preventing her from returning home.

The concept with the S.A.F.E. Unit is that when this grandmother enters the hospital, she will be screened for frailty and other warning signs that she is at risk of deconditioning while in hospital. Assuming she meets the criteria, once her acute care in the hospital is finished, she will be transferred to the S.A.F.E Unit at Perley Rideau.



When she gets here, our staff will work to stabilize her. We will get her up and get her dressed. She will enjoy meals in a congregate setting instead of sitting in a gown eating in a hospital room. She will have access to our excellent programs. All of this will prevent her from further deconditioning so that she can recover and return to her home.

Compared to our current residents and even our patients in our Convalescent Care Program, these S.A.F.E. patients may not be medically stable when they arrive from hospital, so we will have work to do stabilizing them. That will be new for us.

To stabilize these patients, we need to involve specialists from the region. We will also need to enhance our access to diagnostic tools -- like x-ray services -- and lab services. We will also enhance training for our staff in order to allow them to work at the level of expertise required to provide this unique care.

Different from our current long-term care residents, these patients will stay here for only two to four weeks and then return home.

**Q: Is Perley Rideau getting out of long-term care?**

**A.H:** I've heard some of the concerns out there that a wing of this place is going to become a hospital or that we're going to be swallowed by the hospital. None of that is on the table.

What's being proposed for these beds is that they will stay long-term care beds but have a "special designation". Across the province, there are already eight specialized units within long-term care homes. These units will welcome a specific type of resident and have a specific waiting list and admission criteria. The advantage of this is that each bed will continue to get base provincial long-term care funding, but there's additional funding to pay for these extra services.

The other thing that I need to emphasize is that this is a pilot -- or a proof of concept. It's the first of its kind! This is an experiment that we've proposed to the Ministry of Health and Long-Term Care. If it doesn't work, then our fallback position is that the beds go back to being long-term care. It's a win-win for us.

**Q: With the launch of the S.A.F.E. unit, what are some of the impacts on Perley Rideau?**

**A.H:** We're going to need augmented staffing levels because there's going to be more flow through the Unit; the length of stay will be shorter, there's going to be a lot more turnover.

From a staffing perspective, certainly we all are very busy with heavy workloads so one of the things we wanted to make sure is that the appropriate budget will be developed for this Unit that takes into consideration all the extra equipment required. There will also be training for staff who will work on the unit.

There'll be positions posted and opportunities for people to apply and we will be supporting staff for these roles through education and training. For those who don't want to work in this unit, we will work with them and their union to adapt.

Keep in mind that the S.A.F.E. Unit has yet to receive Ministry approval, so nothing is set in stone but we continue planning. That includes drawing up a communications plan to keep staff, residents, families and volunteers updated on all the news about the Unit as it becomes available.

**Q: Beyond the S.A.F.E. Unit, what else is being pursued?**

**A.H.:** We are committed to providing primary care to the community by establishing a family medicine clinic to benefit our residents and neighbours. In the same way that University of Ottawa Health Services came in as a partner in the new Physio & Massage Clinic, we will pursue partnerships that will support our Health Centre vision as well as our research and training goals.

We have a great relationship with Veterans Affairs and we continue to talk about new ways that we can help modern Veterans using our programs and services.

Looking beyond the next year, we are committed to becoming a centre of excellence for long-term dementia care as well.

In the days and weeks ahead, watch for more information and updates on the Perley Rideau journey and the S.A.F.E. Unit through Town Halls, "all users" emails, the Perley Rideau newsletter and more.



# Ministry Inspections – RQI 2016

As many of you may have seen, six of the Ministry's RQI inspectors were onsite for their annual Resident Quality Inspection from January 11 to 22.

The inspections involved an environmental inspection and follow up on critical incidents, in addition to the standard resident quality assessment.

During the investigation, they met and spoke with residents, families, members of the management team, physicians and numerous members of the multi-disciplinary teams.

They reviewed health records, policies, practices, administrative documents and infrastructure. This was a thorough examination.

We are very pleased to let you know that the inspection resulted in only eight written notifications and seven voluntary plans of correction. There were zero new compliance orders and we received the stamp of approval on our door compliance. We do have an outstanding compliance order to replace our call bell system, which we will be doing in 2016.

## **Among the eight written notifications, the inspectors listed the following:**

- The cleanliness of mobility equipment;
- The importance of completing post-fall assessments;
- Improved practices specific to the storage of medications on med carts and of appropriate documentation regarding medication self-administration;
- The importance of gathering survey feedback from community and veteran residents;
- Opportunities to improve adherence to care planning regarding management of responsive behaviours;
- The importance of notifying the MOHLTC in a timely manner following a critical incident;
- Ensuring the registered dietician signs off an annual review of the menu, including resident feedback.

We are working hard to address the notifications and correction issues and we will be proceeding with the Nurse Call System this year so that we comply.

After receiving the results of the inspection, Mary Boutette, COO, said, "Thank you to each and every person who not only provided timely information to the inspectors, but more importantly, works so hard to ensure that we deliver quality care every day!"



# Keeping Our Home Safe Throughout the season: Outbreak Free or Outbreak Full?

By Caroline Meguerditchian, Infection Control Coordinator

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The season has kicked into full gear and bugs are busy around us! These little armies spread from person to person, hide on items and wait for the opportunity to create chaos. This can be seen particularly these last few weeks in our lovely city: people are getting out of their winter hibernation and visiting malls, nursing homes and retirement homes and a mix of lovely bugs have trailed along.

The outcome is a series of outbreaks in city homes both long term care and retirement.

We currently have a mix of norovirus, influenza, coronavirus and other unidentified bugs causing outbreaks around the city that are facility wide in some cases.

Here at Perley Rideau, we have been busy preventionists: stopping bugs and preventing outbreaks. We have been working together as a team to identify and report infections as they come up; we have been having regular infection prevention and control huddles during which we talk about the basic infection prevention tools in our toolbox and how we can use them in our day to day tasks.

That being said, our home often mirrors what goes on around us as we – staff and visitors - live in this community, have children that go to school in this community, have parents who live at some of these homes and some of us even have second jobs in some homes that may be experiencing an outbreak.

We need to remain vigilant and continue our efforts to keep our Perley Rideau home outbreak free and safe. As such, hand hygiene and staying away from work when sick are actions that are crucial at times like this, especially if we are exposed to bugs from second jobs, daycares or schools.

## **A reminder to continue to:**

- Identify illness in residents early on and implement precautions as indicated;
- Increase cleaning and disinfection of surfaces and equipment on the units
- Increase hand hygiene amongst staff, visitors and residents
- Stay away from the home when ill –whether you are a staff member, a visitor or volunteer
  - For 5 days from onset of symptoms for respiratory
  - For 2 full days after symptoms stop for vomiting and diarrhea

*Remember, infection prevention  
and control begins with you!*



*“Exciting work continues on the development of a Perley Model of Care – laying out expectations and behaviours for diverse roles and integrating those responsibilities with leadership competencies. The Nursing Operations and Recreation and Creative Arts departments have already been done and this photo shows the Support Services team in front of their Value Stream Mapping work.”*

# Help Us Name The Perley Model Of Care!

The Perley Rideau will be holding a contest to come up with a creative and innovative name for the Perley Model of Care!

*“A model of care is an overarching design for the provision of a particular type of health care service that is shaped by a theoretical basis, evidence-based practice and defined standards. It consists of defined core elements and principles and has a framework that provides the structure for the implementation and subsequent evaluation of care. Having a clearly defined and articulated model of care will help to ensure that all health professionals are all actually ‘viewing the same picture’, working toward a common set of goals and, most importantly, are able to evaluate performance on an agreed basis.”*

(P. Davidson, 2005; Australia)



## Contest Rules

- All Perley Rideau staff can submit ideas
- All ideas must be shared by: March 21, 2016
- All ideas must be sent to Jen Plant ([jlplant@prvhc.com](mailto:jlplant@prvhc.com)) via email or internal mail.
- Eligible entries include:
  - Proposed Name
  - Justification paragraph
  - Name of the Submitter
  - Email address or contact information for the submitter

## Prizes

- A paid DAY OFF and other treats!
- Thank you!





# Nursing Week, May 9-13

**National Nursing Week is around the corner, May 9-13, 2016!**

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Perley Rideau will be celebrating ALL of its staff in recognition of this week. As in the past, we are selling 50/50 tickets to assist in Nursing Week functions and costs. Tickets are \$2 each or 3/\$5 and will be drawn every 2 weeks in the cafeteria at lunch hour until the end of April 2016; with the first draw being February 19. Emails will be sent out with the winners name and amount won, to keep everyone up to date.

You can purchase tickets in the cafeteria most lunch hours or from Neda Golfam O1W, Katy Lee O2W, Daniela Acosta G2N, Bonnie Soucie CUPE office, Lisa Moylan G2N or Melanie McCully.

Good luck to all!~!

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## Snow-bother!

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Kudos to staff for making it through this record-breaking week, your commitment and passion was evident during the storm and throughout the week.

While other Ottawa organizations buckled in the face of driving snow, you held fast, helping to reassure our residents and their families ...and even lend a hand to dig out colleagues.

That commitment came with a price as many of you had to deal with long commutes home and we know that can take a toll on family time. Thank you!

The apartment tenants have also sent along their thanks to staff for assisting them during the storm and with the cleanup with special thank yous for Chris Ukleja and Alain Leroux (Maintenance Helpers) and Curtis Timpson (Cleaner).

## *Reminder:*

*Please use the salt bins located at all the main entrances.*

*Thanks for your help and assistance promoting a safe work environment and home for our residents.*

# National Health Ethics Week

*(yes, that's a thing)* is almost here for 2016!

This April 4th – 8th the Champlain Centre for Health Care Ethics, in collaboration with the Perley Rideau Veterans' Health Centre Ethics Committee, will be hosting several events to inform staff, physicians, residents and families about the Ethics Consultation Service available to them. Come visit the ethics booth in the cafeteria during this week for more information and chances to win some prizes, and keep an eye on your e-mail and on bulletin boards for more information!

Before our National Health Ethics Week events, here are some answers to common questions that we receive when we 'do ethics'.

## Am I required to consult an ethicist when making a decision?

It is always up to you to decide whether or not you would like to speak to someone about an ethical issue. You are never required to consult with an ethicist, and always have the right to work through problems or issues on your own.

At the same time, you should never feel embarrassed or worried about seeking permission when speaking with a professional ethicist. We all face ethical dilemmas from time-to-time, and it can be a comfort to discuss our concerns with someone; or to ask what research or policies are available for guidance. Further, anyone, at any time, and for any reason can contact the ethicist – no permission (from a supervisor or manager, for example) required, and any request is always at no cost.

## Can you give me some examples of ethical issues that I might face in the health care setting?

Since clinical settings vary, it is hard to know what might be felt to be an ethical issue to a particular person. There are, however, some scenarios that present ethical issues and that come up fairly often in settings like the Perley Rideau. These may include the following:

- Withdrawal of treatment
- Treatment refusals
- Decision-making for incapable persons
- Problems relating to consent and capacity
- Issues relating to advance directives or power of attorney

## How does a consultation with an ethicist work?

If you decide to contact the Ethics Consultation Service, a meeting between appropriate stakeholders – which may include staff, physicians, resident, or resident's family – and a clinical ethicist can be arranged. Together you can decide what your next steps might be.

You will never be coerced or discriminated against because of your views. The purpose of these meetings are to gather enough information about the problem to give appropriate guidance.

## If I have an ethics consultation, will I still be allowed to make my up my own mind?

The right to make decisions will always rest with the resident/Substitute Decision-Maker/health care team. The Ethics Consultation Service can help by listening, offering guidance, and showing which options are most in keeping with your values and wishes.

## What about confidentiality?

Any discussions that you have with the Ethics Consultation Service can remain confidential, to the extent that the law allows. You can even make an anonymous request by telephone or email if you are unsure whether you would like to proceed.

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



# Team Homan Visit

On Sunday, Feb. 28th two world-class curlers joined residents and staff to share a few tips about the game they love and to share a few stories.

As the Capital warms up for the Tim Hortons Brier, Emma Miskew and Lisa Weagle, members of Ottawa's Team Homan – two-time winners of the Scotties Tournament of Hearts – spent the afternoon with residents and staff.

Organized by Sara McIlveen, an avid curler and staffer with the Perley Rideau Foundation, with lots of help from the Recreation Programming staff, the photos clearly show that residents really appreciated hosting the two classy curlers.

The day concluded with a viewing of the Canadian movie Men with Brooms.



*Emma Miskew and Lisa Weagle, members of Ottawa's Team Homan – two-time winners of the Scotties Tournament of Hearts – recently visited with residents and staff, sharing stories and talking curling as the Capital heats up for the Brier.*



# Build It And They Will Come!

## *Perley Rideau's Fountain of Appreciation is flowing!*

By Missy Fraser, Arts Instructor, Recreation and Creative Arts Program

Working with Creative Arts instructors, our residents have painted, glued, folded, crimped, attached and bedazzled a large theatrical sculpture entitled *The Fountain of Appreciation*. Our newest in-house destination, the *Fountain*, is being installed in early March on the first floor across from our Volunteer Office.

Measuring 8 feet in diameter and almost 10 feet in height, the *Fountain* includes a low, faux rock wall and dozens of loops of foil, hundreds of bits of reflective paper, little mirrors, glitter, lights and more. The overall feeling is of water flowing generously from a magical groundwater of good feeling and appreciation. The goal of this playful collaboration is to create an opportunity to talk about the things great and small we feel gratitude for and that make life good. Through focusing on what we value and treasure our community *Fountain* aims to help build a culture of appreciation – especially we hope, for each other! Ongoing research in the area of Positive Psychology is demonstrating what the wise have always known; gratitude and appreciation increase our resilience and wellbeing. Studies are showing that gratitude brings us happiness, reduces anxiety and depression, enhances our physical health, strengthens relationships and promotes forgiveness.



While building the *Fountain*, residents, artists and volunteers have been discussing the many things in life to appreciate. Comments so far have included, “I am so glad to be here!”, “I love good food!”, “I appreciate waking up each day”, “I appreciate fishing!”, “I appreciate great childcare for my son”, “I appreciate nature” and more. Throughout this



month we will gather many more Words of Appreciation through Recreation and Creative Arts programmes. Printed on water-drop-shaped paper; these personalized positive and revealing messages will be attached to the *Fountain* for all to read.

**Dear reader you too are invited to add to the flow of appreciation and gratitude!** We would love to hear from residents, family and friends, volunteers and staff about the parts of life that you value and treasure. Please drop by the *Fountain* for a visit and leave your own note. Paper, pens and glittery clothespins will be waiting for you. There are no rules. All thoughts are welcome. Your note can be anonymous or include your name. The only thing we ask is that your words be kind!

Currently we are creating an Appreciation Playlist of music that visitors to the *Fountain* can listen to when they visit. The music will include several original songs composed by our very own music therapist Kathleen Johnson. Stay tuned for more developments in this area. Make a date soon to visit the *Fountain* and discover what good things we are thankful for in our community!

(If you are curious and would like to know more about our *Fountain of Appreciation*, please visit the art studios or email Missy at [mfraser@prvhc.com](mailto:mfraser@prvhc.com) with your questions).

# Trudy's News...



*Gertrude Létourneau "Trudy" has been a musician at the Perley and Rideau Veterans' Health Centre since 2000. She uses a wide variety of music such as classical, Celtic and moving songs from 1930-1950 to engage residents in the music sessions. Trudy is also a professional singer and flutist presenting concerts in various venues in the Ottawa area.*



*On Saturday February 27th, Perley Rideau's Gertrude Létourneau "Trudy" and the other members of the Ottawa Chamber Players performed the world premiere "Bagatelle", a piece composed for the trio*

## "A World Premiere" at Perley Rideau

On Saturday February 27th, at 2 pm, I played flute in a classical music concert in Lupton Hall with members of the Ottawa Chamber Players, Guy Edrington, French horn and Catherine Donkin, piano. One of the pieces in the program, "Bagatelle" had been composed specially for our trio. The piece had never been played before, so we had a "World Premiere" at Perley Rideau. The composer, Christine Donkin, was present and talked to the audience on the process of writing a new composition. We also played works by Telemann, Doppler and Barboteu. Lupton Hall was filled to capacity. The Ottawa Chamber Players received a very warm response. Thank you to everyone.

## Ma Première Place des Arts

Last fall, I entered a singing competition in Montreal: "Ma Première Place des Arts". The first step was to send a CD with three songs. After being invited for a live audition in November, I have been selected to be part of the quarter finals. I will sing five French songs in a concert at La Place des Arts in Montreal on March 7th. The concert will be broadcast on MATV.CA on April 2nd at 10 pm and will be available for viewing on the Internet later in April. This competition is organized by *La Société pour l'avancement de la chanson d'expression française* (SACEF), which is the society for the advancement of French songs. The five songs to be performed have to be composed in the past five years; La vie en rose can't be on the program... I will be doing an open rehearsal of the five songs on Thursday March 3rd at 3:30 pm in Lupton Hall.

**Everyone is welcome.**

<https://www.facebook.com/events/1530380190613799/>

<http://placedesarts.com/spectacles/evenement.fr.html?event.id=17498>

# Sharing the Beauty That Hides In the Oddest of Places

## *Jack Dods: A Gracious Host and Generous Storyteller Becomes an Avid Painter at Perley Rideau*

By Anna Rumin

When Jack Dods was a six-year-old boy growing up on the Quebec side of the Ottawa River in Norway Bay, he watched aircrafts going up and down the river dreaming that one day he too would fly. Jack began primary school already knowing how to read thanks to two men; a farm-hand who was studying for the Air Force and Charles Lindbergh. Young Jack “studied right along” with the farm-hand, and read all he could about “the Lucky Eagle” and so it came as no surprise that upon graduating from high-school in 1940, he joined the Canadian Air Force. In 1941 Jack was sent overseas where his childhood dreams of flying took him to Gibraltar, North Africa, the Azores and of course all over the United Kingdom and Europe.

Perhaps it was due to all his time spent in the sky, that Jack recognizes that beauty hides in the oddest places – even in times of war. Now almost 95, he is a gracious host, generous story-teller and avid painter. Time flies as Jack tells stories of a “beautiful evening in an abandoned tin mine – the lights were out everywhere except down there”; of flying one New Year’s Eve in Europe hoping to tune into an American radio station and instead being treated to “Mr. New Year’s Eve” himself, Guy Lombardo and The Royal Canadians; of riding the astrodome and having a perfect 360 degree view; of the boys and men who had a profound impact on his life so much so, that he was at odds when the War ended and he was heading home. However, he is the most animated when talking about the paintings that cover one particular wall in his room. This particular set, at the moment nine paintings and growing, depicts specific memories from his days as a wireless operator during WW2. The colours he chooses are bright, and his style might be described as naif. While each painting is accompanied by a written story, it is the visual narrative that is so appealing; a line of ambulances beginning at what appears to be Mont St Michel and ending at an aircraft; an aircraft pulling a glider on the grounds of an English

Manor House; an aircraft landing in the Caribbean; a close up of plane in the sky. Thanks in a large part to Creative Arts Instructor, Tony Clark, who leads painting classes at the Perley Rideau and makes the frames for the paintings. Jack continues to commit his stories and memories to the canvases that are a visual memoir and tribute to those with whom he served in World War II.

It is because the paintings are both personal in terms of perspective and inclusive in terms of a shared experience, that they are so appealing. While he doesn’t shy away from depicting tragedy, he recognizes the role fellowship and cheer plays in life. He chuckles when recalling the “poor duck”, a canvas that is accompanied with this story:



*On October 30, 1941, on reporting to the assigned “Battle” aircraft, after lunch, the other two Trainee gunners were no show for some reason and the pilot decided to go with just me. On reaching the firing area, the Nomad drogue aircraft also was absent. The pilot, an experienced American Army Air Corp type, who had come to Canada and joined the RCAF to get into the European War as quickly as possible, found himself bored to tears*



*flying with young kids back and forth to fire at wind socks towed behind another aircraft. So we flew around. He asked me what difficulties I was having and I explained that my deflection shots were very poor. He replied that he could fix that – swung around and scared up some ducks from a swamp area south of Deseronto. Now he said, “Watch where the tracers go and steer them into a selected duck and forget any other aiming.” I tired and the poor selected duck was feathers. Later, in Scotland, I became an instructor because of this knowledgeable pilot.*

If you have been to Mont St Michel, an island community one kilometer off the Normandy coast then you know the beauty of the monastery that sits at the top. This is the setting for the dual narrative of a painting that positions a plane at the end of line-up of ambulances stretching from Mont St Michel. Jack writes,



*In August, 1944, RAF Squadron 233 was briefed to go to a beach near Mt St Michel and pick up American Army wounded troops and bring them back to London. They had chased German troops into the large swamp, just off the beach area. Somehow that area got on fire...and many were trapped and badly burned. The Monastery, with its causeway, especially from the air, is a viewing experience never to be forgotten. All our aircraft got in and out safely and about 150 American men were glad to be “Going to England” by air, for treatment.*

“It is a memory you don’t forget” he says; his air-craft was the first in and the last out.

The contrast between beauty and terror is striking in the growing collection. In another painting called “Christmas Mail Delivery from the island of Terceira to the island of Sao Miguel” Jack not only paints a narrative not often

associated with war – that of service men harvesting pineapples, but tells a story that makes the viewer stop and reflect on the ironies that life presents us with. He writes,



*On December 24, 1943 our crew made a non-operational flight to deliver mail to service men who were working in civil clothes harvesting Pineapples, on that NEUTRAL island, but in fact taking turns operating a Radio Direction Finding Station. Our pilot F/L Lavery made a landing on a very steep hill in a pineapple field with a Hudson Aircraft. The men were very perturbed as they had just received a gold embossed invitation to go to Christmas Dinner – each man was named with their correct Regimental Numbers – at the German Embassy. On safely returning to Lagens on Terciera a message was sent to H.Q. in the UK requesting direction. The answer came back with one word – GO.*

On June 5th, Mr. Dods made his final flight to the beaches of Normandy before D-Day on the 6th; five days later he returned to begin collecting and returning the injured to England where months before a “tent city” ready for 10,000 injured soldiers had been prepared along with the personnel and ambulances that would be needed for their recovery. “It was quite emotional to be there at that time, the ground crew came in by boat, cut the trees and dug the fox-holes - they worked all day and were supposed to sleep in the flooded fox-holes because it rained all the time”. In one painting a fleet of boats is depicted from the sky recounting what he saw and experienced flying over the beaches on the night of the 5th. When asked if he was terrified, Mr. Dods says, “the terror comes later, afterwards – while it’s happening you just focus on getting the job done”. The story that accompanies the painting named Normandy reflects his comments,



*About a week after D-Day, RAF 233 Squadron finally were sent over with rockets and gas to keep the newly arrived Tiffy's (TYPHOON Fight Bombers) on the Normandy Beachhead supplied. The Tiffie's of course used these items faster than we could provide. They got airborne quickly, with minimum gas and were back, for more, in less than 10 minutes, before we got loaded with wounded soldiers and airborne to fly back to England and get more...Because they had movement priority, our Dakota aircraft, had to wait 'til no Tiffy needed to use the grass strip, in the somewhat levelled, muddy orchard.*

To the viewer, his life was filled with adventure, terror, companionship, learning, love and hope. A most poignant

story is that of Jack Hickey, his friend whose plane Jack watched nose-dive and crash during the failed Operation Marketplace in Holland. Jack was thought to have died but in fact, had managed to propel himself from the plane along with another soldier before it crashed killing the pilot and co-pilot. The two men managed to flee and hide in a barn where before long they were found by two German children whose father was stationed in the area. Instead of reporting the Canadian soldiers to their father, the children told a local priest who kept them men alive with turnips until he managed to help them escape via the underground a month later. Jack was on the platform when Jack returned to England. Perhaps, it is the result of stories like this that have enabled him to know, to see and now to depict that beauty hides in the strangest and most awesome of places.

While his memories of war hang on the wall that greets and faces his guests, it is the wall facing his bed, covered in family photographs, that he sees first thing in the morning. In his words, he was "one of those lucky guys"; he returned, worked in Ottawa with Ministry of Transport for twenty-five years, had a family and now enjoys talking about his four year old great-granddaughter who takes the bus by herself. Perhaps one day his paintings and stories will be made into a book that she can share with her children.



*In the second floor art studio of the Perley Rideau Centre, Jack Dods, who refers to himself as "one of those lucky guys", continues painting from memory and plans to share his stories with family and guests.*





## Special Edition: 15<sup>th</sup> Annual **Perley Rideau** **Night at the Races**

Thursday, May 5, 2016

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!

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

**Purchase your TICKET today at <http://2016nightattheraces.eventbrite.ca> or drop by the Foundation office. Deadline is Friday April 22 for tickets.**



# Family and Friends Council

**March 17th** we'll be amongst the earliest to learn the results of two major surveys undertaken at Perley Rideau last Fall: the **Family Experience Survey** and a **Resident Quality of Life Survey**. **Mary Boutette, BSc, MHA, Chief Operating Officer**, looks forward to joining us this evening to describe the results of those surveys and to discuss shared priorities with residents, families and team members. Of note, the 2015 survey was developed by Inter RAI, a collaborative network of researchers in over 30 countries, committed to improving healthcare for persons who are elderly, frail or disabled. The survey focuses on resident **quality of life, rather than satisfaction**. Using this tool will enable Perley Rideau to compare the quality of life of its residents with other long-term care homes in Canada, the United States and abroad. With over 14 years' experience in strategy development and execution, strategic human resources and performance improvement, Mary Boutette came to Perley Rideau from The Ottawa Hospital where she was Director of Service Excellence and Director of Quality and Patient Experience.

At our **21st April, 19th May** Council meetings and the **June Education Day**, the FFC will focus on the theme of **"Care for the Care Giver"**. We plan to review the Care Giver's Journey in Long term Care at Perley Rideau. We will discuss our experiences as navigators at Perley Rideau and the importance of developing effective relationships with the multi-faceted team of professionals who provide care to our loved ones. In our review of this transition of loved ones to Long Term Care, we'll not only explore how family members can effectively care for themselves but how they can achieve the best support for their family member. The plan is to have a Perley Rideau Resident Care Liaison staff member speak to the Council about their experiences with care givers from the perspective of staff. Please stay tuned for more information about speakers and details of the topics.

The weather Gods certainly have been favouring our Council meetings — that record +51 cm snow fall occurred two days before February's meeting thus ensuring we didn't miss learning about the significant impact the **Perley**

**Rideau Veterans Foundation** has on the lives of our residents through the funding of essential equipment purchases and the support it gives to the Creative Arts programme. Foundation Executive Director Dan Clapin described the role of the Foundation, identified current funding priorities such as Priority Needs, major gifts and legacy giving and described how the Foundation, which is separately incorporated from the Health Centre, interfaces with Perley and Rideau. He outlined the art and science of attracting funding support and the variety of activities undertaken to attract the funding which results contributes substantially to everything from support of the recreation and creative arts programme to the purchase of equipment ranging from residents' tubs to mattresses to bedside tables and more. A passionate speaker, he spoke from the perspective of having had a Veteran family member live at Perley Rideau and thus from an inside perspective. This occasion also provided an excellent opportunity for the Council to express appreciation to Mr. Clapin for the Foundation's support of our activities.

## **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 members of residents, former residents of the Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates.*

*Council meets the third Thursday of each month at 7:00 pm, except in August & December. Meetings provide opportunities to learn more about life at Perley Rideau, to share experiences and to support one another.*

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





Every Step Helps Build  
Our Community

Register now and sign up for the  
Scotiabank Charity Challenge

May 28-29, 2016

## Join The Perley Rideau Running Team – Everyone Is Welcome

One of the great things about the format of the Scotiabank Charity Challenge in the Ottawa Race Weekend is that you choose which race you'd like to participate in, and fundraise from there. The 2k, 5k and 10k races will take place on Saturday May 28th, and the kids marathon, ½ marathon, and full marathon will take place on Sunday May 29th.

You can register for any of the races and all of the funds you raise will go directly to the Perley Rideau Foundation. For example, Dan Clapin will be running the 10k, and Sara McIlveen will be running the ½ marathon, but we're both members of the Perley Rideau team. Our focus is on fundraising and having fun as a team, so please don't worry about having to run a certain distance or at a certain pace- no matter what you do, you'll be helping raise funds for a new Lift!

Below are step-by-step instructions for registering for the Ottawa Race Weekend. Please don't hesitate to drop by the Foundation office if you have any questions!

How to register:

1. Click here to register – this will take you to the Ottawa Marathon website.
2. Choose your event
3. Fill bio fields
4. Under Scotia Charity Challenge click the "Create Personal Fundraising Web Page"
5. Choose the Perley Rideau Foundation as the charity
6. Continue filling out fields
7. Insert credit card information
8. You will receive a confirmation email confirming your registration from the Tamarack Ottawa Race Weekend
9. Create your fundraising page for the Perley Rideau Foundation here OR contact me to help get you started.

**BE SURE TO CHOOSE TO PARTICIPATE AS AN INDIVIDUAL.**

Please don't hesitate to contact Sara McIlveen at 613-526-7173 or email her at [smcilveen@prvhc.com](mailto:smcilveen@prvhc.com) if you have any more questions.



# News and events from the Alzheimer Society of Ottawa and Renfrew County.

## Focus on Down Syndrome and Alzheimer's Disease

The relationship between Down syndrome and Alzheimer's disease is complex. Learn about why they are connected and tips and strategies for daily life.

**Date:** Thursday, March 31, 2016

**Time:** 6 p.m. – 8 p.m.

**Location:** Good Companions Centre, 670 Albert Street, Ottawa

**Cost:** No charge but pre-registration is required at [www.surveymonkey.com/r/2016FOCUSON](http://www.surveymonkey.com/r/2016FOCUSON)

## Webinar: Changes in Mood & Behaviour in Dementia

Learn more about the middle stages of dementia, and what types of changes in mood and behaviour might occur. Learn strategies to minimize stress and triggers for the person with dementia, and approaches to different types of behaviours, such as apathy, agitation, and late day restlessness.

**Date:** Wednesday, March 23, 2016

**Time:** 6 p.m. – 7:30 p.m.

**Location:** Good Companions Centre, 670 Albert Street, Ottawa

**Cost:** No charge

To register: [www.surveymonkey.com/r/2016winterwebinars](http://www.surveymonkey.com/r/2016winterwebinars)



## WALK FOR ALZHEIMER'S MAKE MEMORIES MATTER™

May 7, 2016 - Tunney's Pasture  
Come out and walk, or enjoy a fun run. It's an event for the whole family.

**Register Now!**

16,000 people in Ottawa and Renfrew County are living with dementia.

**Do you want to help? You can – just by walking!**

Register today for the WALK FOR ALZHEIMER'S – Tunney's Pasture – Saturday, May 7, 2016. (Mother's Day weekend)

The WALK FOR ALZHEIMER'S is the Alzheimer Society's most important fundraising event.

[www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa)



## Drop-in programs

These fun, social drop-in programs are opportunities for people living with memory loss and their caregiver or companion to meet others who are living the same experiences. No need to register; just drop by.

### Lunch Bunch

Lunches are held once a month at several restaurants around the city. Participants purchase their own meals.

### Memory Caf 

At Memory Caf s you can connect with others, try out new activities, talk to Alzheimer Society staff and get your questions answered. Various locations throughout the Ottawa region.

**For more information:** [www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa)

**Email:** [info@asorc.org](mailto:info@asorc.org)

**Phone:** 613-523-4004

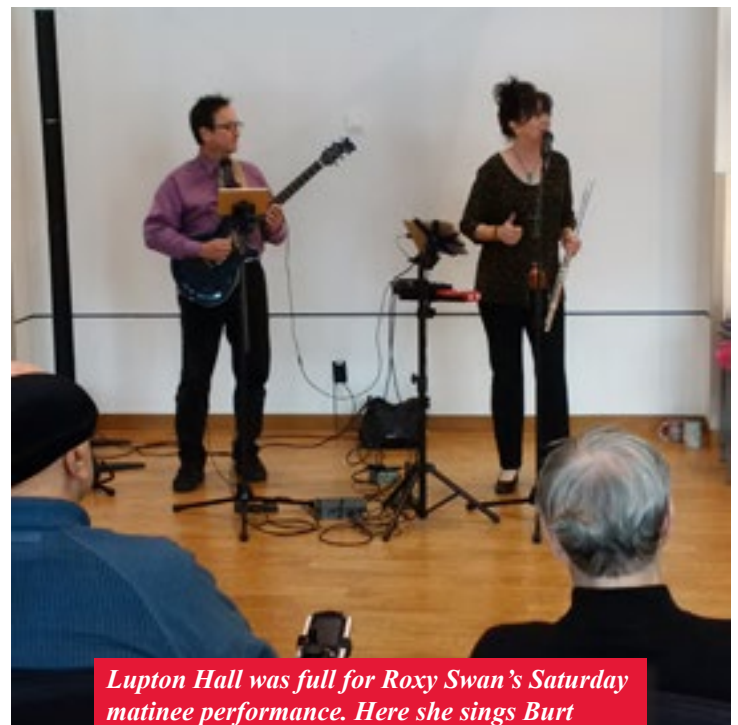




*Flora Love performed "As Time Goes By" for a full house in Lupton Hall*



*Walking paths, courtyards and lots of room in the hydro corridor to squeeze in a cross country ski at Perley Rideau.*



*Lupton Hall was full for Roxy Swan's Saturday matinee performance. Here she sings Burt Bacharach's "The Look of Love" to extend the Valentine's Day spirit.*





*Continuing Perley Rideau's Meals from Around the World, Chef Marg cooked up a great Portugese meal on February 25th featuring her famous Malassadas.*

## New Additions

- Congrats to Samantha Boulerice, RN. On February 19th, her daughter, Emma, was born. Mom and baby are doing great.
- Melissa Lorrain, Performance Improvement Consultant, is the proud mother of Olivia Ann Louise Norman, born on January 28.

## Paypool Winners: \$100 each

### January 28, 2015

- Herminigildo Caparino: Ottawa 2 West
- Georgena Meldrum: Housekeeping

### February 11, 2015

- Sharry Byrd-Wilson: Food & Nutrition
- Barbara Nyiraneza: Ottawa 1 East

### February 25, 2015

- Melanie Francoeur: Nursing Float
- Bogumila Matheson: Rideau 2 North

**Next draw March 10, 2016**



Perley Rideau

*Look for our new Perley Rideau Instagram account and follow us to see examples of amazing resident art that is created with the support of our Recreation and Creative Arts Staff and our many volunteers. In the coming weeks, watch for Robin Tremblay to share information from the cafeteria and catering side of Perley Rideau.*



Perley Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
/ Foundation

## Vol. 19-02

### Newsletter credits

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public. Photo credits to Ross Imrie, Robyn Oraziotti, Sara McIlveen, Jen Plant and others. Thank You!

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).

Deadline to submit to the next newsletter is March 16, 2016.