

# The Perley Rideau News

Vol. 22-01

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

ACCREDITED WITH  
EXEMPLARY STANDING



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AGRÉMENT  
CANADA



Perley Rideau

The Perley and Rideau  
Veterans' Health Centre

## Caring for the Future:

Watch a summary of Perley  
Rideau recent highlights  
followed by a feature on the  
Therapeutic Recreation and  
Creative Arts Program:

<http://bit.ly/2N4uO0y>

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



In memory of  
Connie Sandilands  
Veteran, Second World War  
1921-2019

### Inside:

- Updates on recent construction and details on our new frailty framework;
- Tributes aplenty, pages 6-9;
- News from Volunteer Services, the Foundation and more



## Our Strategic Plan 2010-2025

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

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

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

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

## Strategic Plan 2010–2025

Phase 1: 2010 >

*Broaden The Spectrum Of Care*

Phase 2: 2015 >

*Adapt To The Changing Veterans' Population*

Phase 3: 2020 >

*Be Recognized As A Centre Of Excellence in Frailty Informed Care*

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



### Excellence in Resident Care and Services

Deliver high-quality care in a happy living environment



### Ensure Sustainability

A sustainable centre delivering best value for money



### Maintain a Quality Workforce

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

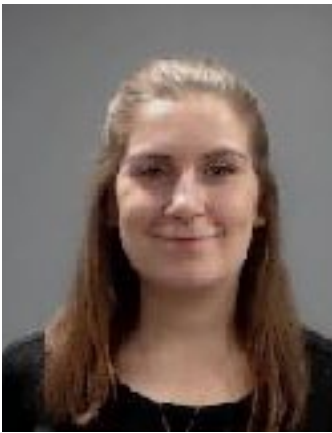


### Lead and Advocate for Change

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

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





## Alexandria Huneault

I am pleased to announce the newest member of the Infection Prevention and Control portfolio - Alexandria Huneault. Alex joined the IPAC team mid-January as an analyst. Alex has been an employee at the Perley Rideau since 2016, formerly in Support Services. With an education in health sciences in addition to being a licensed paramedic, Alex comes with a unique skill set which will definitely complement this portfolio.

Tania Paolini, RN BScN

Manager, Infection Prevention and Control

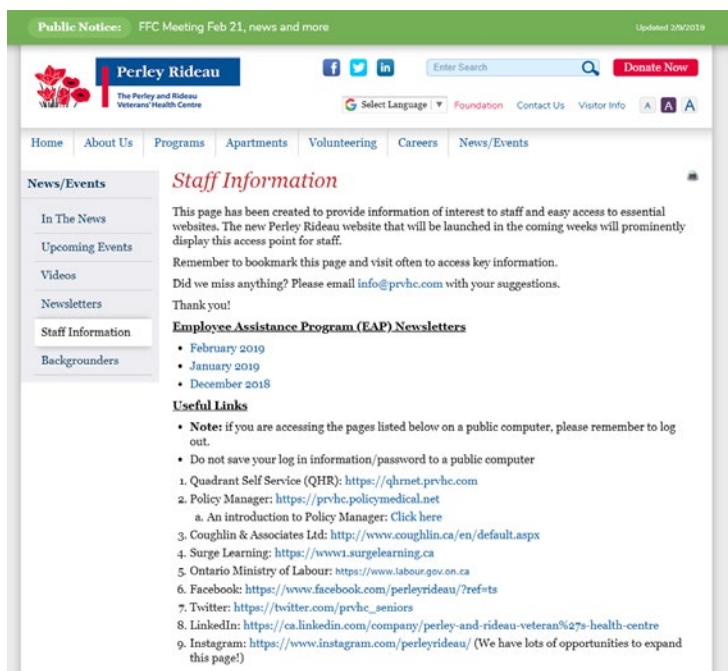
## Important Staff Information

A webpage has been created on the Perley Rideau website ([www.perleyrideau.ca](http://www.perleyrideau.ca)) to provide information of interest to staff and easy access to essential websites.

Among the essential resources are newsletters from the Employee Assistance Program (EAP).

Please visit this page often and bookmark to access key information.

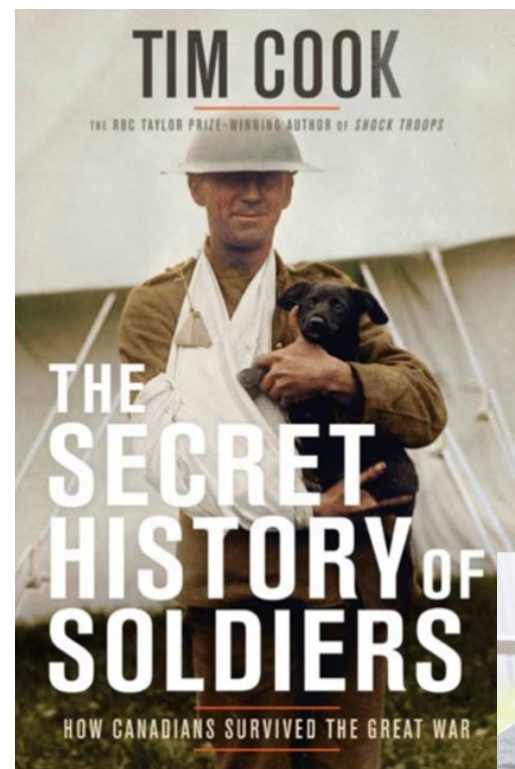
Link: <https://www.perleyrideau.ca/article/staff-information-2534.asp>



## Tim Cook

Join us on Monday, March 25th for an evening with Dr. Tim Cook, the award-winning writer and historian. At this free event, Dr. Cook will discuss his 11th book, *The Secret History of Soldiers*, which explores how Canadian First World War soldiers coped and endured on the battlefield by developing a culture of song, poetry, trench newspapers, superstitions, theatre shows and other leisure activities.

Book now: <https://bit.ly/2WG1Ad6>



# Caring for the Future

## 2018 Year-End Update



During the last six months of 2018, the Perley and Rideau Veterans' Health Centre continued to make solid progress toward completing our Strategic Plan. Here are just a few of the highlights.

### Centre of Excellence in Frailty-Informed Care Update

A key goal of the Strategic Plan is to Lead and Advocate for Change. Becoming a Centre of Excellence in Frailty-Informed Care contributes directly to this goal. The Centre of Excellence will also help improve quality of care through a mix of research, education, partnerships and the implementation of evidence-based best practices. This work will expand upon much of what we already do here at Perley Rideau. The search has officially begun to identify candidates with the skills and experience needed to serve as Research Chair. We plan to launch Canada's only Centre of Excellence in Frailty-Informed Care in 2020.

### SeeMe: Understanding Frailty Together

Frailty represents a major challenge for Canada's healthcare and long-term care sectors<sup>1</sup>.

Frailty is a state of increased vulnerability with reduced physical reserve and loss of function across multiple body systems. Not all elderly people are frail, but risk of frailty increases with age. The Canadian Frailty Network aims to identify and develop ways to improve frailty care through collaborative research and programs. The Network recently stated that: "No care setting in Canada currently identifies and assesses frailty as standard clinical practice."

Perley Rideau has begun to change this by implementing a new approach to care known as SeeMe: Understanding frailty together. SeeMe recognizes and assesses frailty as part of a person's overall health, and involves a true partnership between residents, their families and caregivers. We have trained staff in the new approach and SeeMe will be rolled out across Perley Rideau during 2019. This supports our Strategic Plan goal of Excellence in Resident Care and Services.



### Interprofessional Clinic Opens

The Interprofessional Clinic is now up and running. An initiative of the Centre for Interprofessional Health Care and Research Network, and established in collaboration with University of Ottawa Health Services, the Clinic offers residents and visitors of all ages a wide range of treatments and services, including audiology, occupational therapy, physiotherapy and speech-language pathology. The Clinic also serves as a training centre for University of Ottawa students and clinicians, and supports research opportunities. Along with adding services, the Clinic is expected to improve our ability to recruit qualified employees. This supports our Strategic Plan goal of Maintaining a Quality Workforce.

### Interprofessional Clinic at Perley Rideau Clinique Interprofessionnelle au Perley Rideau



### Research into Staff Burnout

In support of the same Strategic Plan goal, we have launched a study of professional burnout. The first phase involves a survey of Personal Support Workers (PSWs) working on two units housing patients who suffer from dementia. We will also host a focus group with a small group of PSWs to help identify potential solutions. Findings from the study will be shared publicly and inform procedures across the facility.

<sup>1</sup> <https://www.cfn-nce.ca/frailty-matters/>



## SAFE Unit Saves Money and Improves Care

The SAFE unit – Sub-Acute Care for Frail Elderly – continues to save the healthcare system significant amounts of money. Rather than recuperate in an expensive hospital setting, eligible patients recover in a special unit where they access a full range of therapies and services. Most importantly, the SAFE unit provides better care. And according to the latest calculations, the SAFE unit saved the healthcare system more than half a million dollars over the last eight months. This supports our strategic goal of Ensuring Sustainability.

## Specialized Behavioural Support Unit Earns Accolade

The Champlain Local Health Integration Network selected Perley Rideau's Specialized Behavioural Support Unit (SBSU) as one of Eastern Ontario's top healthcare accomplishments of 2018. Opened in March under a partnership with the LHIN and the Royal Ottawa Hospital, the 20-bed SBSU is operating at capacity. The Unit features a secure environment and provides safe, enriched care to people with dementia who exhibit responsive behaviours. These individuals receive treatment so that they can return to their residence within six to nine months.

## Update on New Long-Term Care Beds

Perley Rideau's Board of Directors and management team continue to assess ways to take advantage of the Government of Ontario's offer to fund 84 new long-term care beds. Among the options under review: expand the Seniors' Village to build new apartments, long-term care beds and possibly a retirement home; partner with Algonquin College to build an entirely new facility on the Algonquin campus and help meet the need for qualified workers in the long-term care sector. The Board and leadership team continue to assess how best to align the Government of Ontario's approval with Perley Rideau's Strategic Plan.

## Specialized Veterans Unit

Perley Rideau hopes to expand the 25-bed Specialized Veterans Unit. Established in 2017 thanks to a partnership with Veterans Affairs Canada and the Province of Ontario, the Unit operates at capacity and maintains a lengthy wait list. Discussions with VAC and the Province about expanding the Unit continue.

## Deborah's Gift Boutique

Deborah Bennett, a faithful supporter of the Perley Rideau, passed away in June. Deborah helped to establish the Gift Boutique in 1996 and served as its volunteer manager for many years. Under her leadership, the Boutique raised more than \$500,000 for the Foundation and provided a pleasant shopping experience. In recognition of Deborah's selfless dedication, her fellow volunteers renamed the shop Deborah's Gift Boutique.



## New Video

Finally, we invite you to watch a new video posted to the Perley Rideau website. The video focuses on the Therapeutic Recreation and Creative Arts Program. The Program improves quality of life for residents and generates valuable lessons that Perley Rideau staff share with their professional peers at other homes. The video profiles Ross Imrie, a Perley Rideau employee who serves as Studio Lead, and features Connie Sandilands, a Veteran of the Second World War who passed away in early January. During the years she lived at Perley Rideau, Connie Sandilands participated actively in the Program. We are proud to dedicate the video to her memory and to her service to Canada. Visit our website to watch:

<https://www.perleyrideau.ca/article/-2447.asp>

Our Therapeutic #Recreation and #CreativeArts Program is just one of the many ways that #PerleyRideau improves the quality of life for all our residents including those in #longtermcare. Our ability to deliver this kind of unique programming is due to our exceptional, expert staff along with the gracious support of Veterans Affairs Canada and donations to the Perley Rideau Foundation.



**PSW STAFF**

I have just filled out the annual "survey" for the Perley Rideau. My comments will indicate that the staff on G1N is one of the best.

The heartbreaking situation for our family of course, has been losing my husband/their father/grandfather to this disease, I am however, grateful daily that we were one of the fortunate ones that were able to get James into the Perley.

I want you to know that I look at all of you as my extended family. The patient way that you look after these residents under your care is truly commendable. You have one of the "toughest" positions at the Perley. I see the respect that you show all of the residents. You collectively provide wonderful care and compassion for my husband and your kindness to me as his wife is also greatly appreciated.

I wish you all Happy Holidays and hope that you get some well deserved time off during this holiday period. Care facilities never close down - someone is always on duty. I fully appreciate that your job is not only very physical but emotionally draining as well. Know that our family appreciates what you do and cannot thank you enough.

Enjoy the chocolates.

- 

Linda Hunter Always loved letters like this in my career! Knowing we have all made a difference - keeps staff going!

Like · Reply · 4w 3
- 

Gloria Gillam-Manuel Very true 😊

Like · Reply · 4w 2
- 

Christine Carignan Well done to all the staff, such an hard job!

Like · Reply · 4w 2
- 

Maureen Goodspeed My mother is in Rideau South, and the staff there are wonderful as well!

Like · Reply · 4w 1
- 

Léa Lindsay You guys take amazing care of our "Dado". Thank you ❤️

Like · Reply · 4w 1
- 

Patty Kilby Lowe What a lovely letter! To my colleagues in the Gatineau Building and throughout the Perley, Kudos to all of you.

Like · Reply · 4w 1

*continued top of next page...*





# Tributes



**Jill Ronan** Well said Anita and we totally echo sentiments, so totally blessed to have our Dad in G1N too 🍌🍌🍌🍌🍌

[Like](#) · [Reply](#) · [Message](#) · 3w



**Sharon Thibodeau** What an amazing compliment of staff people trust with their loved ones.

[Like](#) · [Reply](#) · [Message](#) · 3w



**Sharon Thibodeau** I loved reading the above, it touched my heart as I lost my dad in May.

[Like](#) · [Reply](#) · [Message](#) · 3w



**Dina Carvalho** I can honestly say, as a staff member at the Perley Rideau, that receiving messages like this mean the world to us. Our team truly works together to ensure that everyone receives the best care. Thank you for the sweet words!

[Like](#) · [Reply](#) · [Message](#) · 3w



**Lynn Mosley-Veilleux** Totally agree !!

[Like](#) · [Reply](#) · [Message](#) · 3w



Perley Rideau



Perley and Rideau  
Veterans' Health Centre  
/ Foundation



PerleyRideauSeniors;  
@ prvhc\_seniors



**Mark Wilson** • 1st  
Sales and Service Professional

2w ...

My Dad (RIP) would whole heartedly agree..enjoy the chocolates . You folks are the best.

[Like](#) [Reply](#) | 2 Likes



**Debbie Fitzgerald** • 2nd  
Sales Representative at Royal LePage Performance Realty - Ottawa ...

2w ...

My Dad's final days were spent at the Perley...the care, the support and the love shown to Dad and our family was deeply felt. Thank you and yes, you folks are the best!

[Like](#) [Reply](#) | 4 Likes





# Tributes



Our Therapeutic #Recreation and #CreativeArts Program is just one of the many ways that #PerleyRideau improves the quality of life for all our residents including those in #longtermcare. Our ability to deliver this kind of unique programming is due to our exceptional, expert staff along with the gracious support of Veterans Affairs Canada and donations to the Perley Rideau Foundation.



**Tony Cobden** It is great to see both creative arts recreation staff having coverage. The work both sections do for our veterans brings not only smiles to their faces but gives the vet's a happy experience and a sense of accomplishment. Having seen both sections first hand I know the work they do means a lot to both the veterans and residents alike.

Like · Reply · Message · 1w



**Paul Poole** Connie was very proud of the projects she made in the arts program. She was beautiful soul, gentle and kind. I count myself privileged to be part of a organization that has so much to offer the residents in all aspects of their life.

Like · Reply · Message · 1w



**Carol Ann Daley McGlade** a great program, dad loved going to class and working on a project and socializing with the other people there. The people that work in the program are amazing.

Like · Reply · Message · 1w



**Shauna Lee Thompson** I've been with my dad in the clay studio and just loved the way the staff worked with the residents on their pottery projects. Love them!

Like · Reply · Message · 1w



**Robbie Tremblay Ross**

Like · Reply · Message · 1w



**Jennifer Allingham** I felt privileged to volunteer in the Creative Arts program with **Ross Imrie**. The mornings I spent with Connie and the other residents were some of the sweetest times I've enjoyed over the last few years! Thank you, Perley!

Like · Reply · Message · 1w



1 Reply



Perley Rideau



Perley and Rideau  
Veterans' Health Centre  
/ Foundation



PerleyRideauSeniors;  
@prvhc\_seniors







# Tributes



**Carol Ann Daley McGlade** Ross is a gem, he was so good to my dad. Outstanding person.

Like · Reply · Message · 1w



**Angela Lackey** You were one of my Dad's favourite people (although he had a major crush on Cynthia). I will never forget your kindness and generous spirit. Thank you Ross.

Like · Reply · Message · 1w



**Shauna Lee Thompson** Absolutely love Ross! He's so good with the residents!

Like · Reply · Message · 1w



The Perley Rideau New Year's celebration starts with a warning of bad weather for later today. Thanks to Ross and Trudy for keeping us warm this afternoon. Happy New Year, everyone. #seemecare #perleyrideau #seniorliving



Perley Rideau



Perley and Rideau  
Veterans' Health Centre  
/ Foundation



PerleyRideauSeniors;  
@ prvhc\_seniors

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

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

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

Best regards,

Michelle E.





# Construction Update

## A Message from Mary Boutette Chief Operating Officer



After a couple of busy months of construction, disruption and noise in the Perley Rideau Centre, the Interprofessional Clinic at Perley Rideau has opened. An initiative of the Centre for Interprofessional Health Care and Research Network, and established in collaboration with University of Ottawa Health Services,

the Clinic offers residents and visitors of all ages a wide range of treatments and services, including audiology, occupational therapy, physiotherapy and speech-language pathology. Services can be accessed through self-referral or a referral from a healthcare professional.

This has been a monumental undertaking considering the pressures of a very tight deadline. I want to thank the entire Perley Rideau community for making this project possible.

- To Lorie Stuckless, Chad Haffner the entire Support Services Staff, our contractors and meticulous housekeeping staff: thank you for transforming this space in record time and getting it ready to welcome clinicians and patients;
- To residents, families, staff and volunteers: your patience during this time of disruption is very much appreciated. Your ability to maintain the highest standard of care during these months is a credit to your dedication to our residents and to our Vision;
- To our partners and stakeholders: your perseverance and commitment during those many days of drilling and hammering reflects your professionalism and ongoing commitment to the Perley Rideau Village.
- To Andrea Liu: a special thank you for your leadership and organization in ensuring the dream became a reality!

The Interprofessional Clinic at Perley Rideau is a bilingual clinic staffed with skilled clinicians equipped to provide services for adults and children in audiology, occupational therapy, physiotherapy and speech-language

pathology. The Interprofessional Clinic is also a teaching clinic, offering numerous student placements for the University of Ottawa. Along with adding services, the Clinic is expected to improve our ability to recruit qualified employees and will support our Strategic Plan goal of maintaining a quality workforce.

In terms of parking, students and clinicians from the Interprofessional Clinic are to park in the staff parking designations. Clients arriving on-site for treatment services in the Interprofessional Clinic are to park in the designated visitor parking locations.

In the coming days, if you encounter a visitor who appears confused or lost, please offer them a Perley Rideau welcome and direct them to the Clinic, across the hall from the offices of the Perley Rideau Foundation and Veterans Affairs Canada. We have signage up outside the clinic and sandwich board signs direct visitors from the Main Entrance to the Clinic reception. Thanks to the Perley Rideau Foundation for funding this construction.

Please stop by to see the new space and learn more about the services! If there is an interest in getting a tour outside of these hours, please contact the clinic to set up a tour.

### Interprofessional Clinic

- Phone: 613-526-7125
- Fax: 613-526-7126
- Email: [icadmin@prvhc.com](mailto:icadmin@prvhc.com)

In the coming days, watch for the opening of the new Volunteer Services offices, located just down the hall from the Commissionaires' desk at the Main Entrance.

The Perley Rideau dental care offices will remain at its second floor location while renovations continue in the space adjacent to the Interprofessional Clinic at Perley Rideau.

If you have any questions about the Interprofessional Clinic or any of the construction work, please contact Andrea Liu ([aliu@prvhc.com](mailto:aliu@prvhc.com), x2208).

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

*To access the maps, pick up a copy at the desk at the Main Entrance or download the maps here:*  
[https://www.perleyrideau.ca/upload/documents/feb4\\_2019\\_maps.pdf](https://www.perleyrideau.ca/upload/documents/feb4_2019_maps.pdf)





# Launch of Perley Rideau's Frailty-Informed Care Framework

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

We are excited to announce that some of fundamental tools that make up SeeMe: Understanding frailty together have officially launched as of February 1, 2019. The new care conference structure and Goals of Care & Future Health and Personal Care Preferences Tool has been implemented on all units. The care conference agenda, Goals of Care tool, and a handout on frailty-informed care are now available electronically for families and residents to view on the SeeMe section of the Perley Rideau website (<https://www.perleyrideau.ca/article/-366.asp>).

As of February 1, when a resident has a care conference, the levels of care will be discontinued and replaced by Goals of Care. By updating our approach to care conferences, we are striving to achieve three objectives:

1. Meet the needs of families and residents
2. Formally embed a frailty lens into the conversation
3. Align the discussion with Advance Care Planning principles

In addition, the Comprehensive Frailty-Informed Assessment has started its roll out on O2E and R2S, with mentoring support from the SeeMe Registered Staff Champions (*see the list below*). This assessment is intended to be completed prior to the initial or annual care conference to get a deeper understanding of the resident's frailty level and factors driving the frailty in order to meaningfully inform the goals of care discussion. As the training requirements of the Frailty-Informed Assessment are more in-depth, this assessment will be implemented on other long-stay units in a phased approach throughout 2019. Staff will be informed of implementation plans with plenty of advance notice.

Please watch for monthly SeeMe: Understanding frailty together status updates via All User Emails, newsletter articles and the next Town Hall meetings.



- Daniela Acosta
  - Ayan Ahmed
  - Mildred Apostol
  - Bryana Baker
- Danielle Charbonneau
  - Samantha Hallgren
  - Laura MacIntyre
  - Caitlyn MacMillan
- Christopher Jason Myette-Trahan
  - Teresa Roy
  - Marley Walker



# Joy in Work Project Update

By Kelly Donahue, Special Approach PSW; Andrea Liu, Coordinator, Centre of Excellence and Interprofessional Clinics; Lacey Sheng, Performance Improvement Consultant; Rebecca Wilson, Strategy, Transition and Workplace Consultant

As you have heard, Perley Rideau has established a “Joy in Work” project, that aims to understand burnout in Personal Support Workers (PSWs) and explore ways to prevent it. The project started with a focus on the pilot units Gatineau 2 North (G2N) and Gatineau 2 South (G2S).

By engaging with PSWs through a focus group, the team was able to better understand some of the contributing barriers for “joy in work”. Teamwork dynamics was the most prevalent theme, with subthemes that included not working as a team to share workload, calls bells not answered by all team members, lack of guidance/support to new team members, and not feeling respected.

To begin to address some of these contributing barriers to “joy in work”, the team developed a change idea that would utilize the present time that all staff meet prior to their shifts (shift report). By optimizing this time, we hoped to enhance team dynamics, and encourage staff to prepare for their day, together as a team.

After determining the proposed change idea, there was a second focus group held with both PSWs and RPNs, to better understand the present structures of shift reports being held across the home. The team then engaged with staff to brainstorm ways to enhance and optimize this time/ structure.

## Change Idea

Our hypothesis is that, by improving teamwork and communication at shift report, the team will be prepared to start the shift in a way that is more planned out, less stressful and more supportive. We modified the current structure of shift report by implementing a standardized agenda (see image right).

In the new shift report agenda, we identified key items to be discussed at every report. For example, teams should always discuss call bell phone numbers to ensure that everyone knows how to reach all members of the team. Teams may think this step is redundant; however most of the time, at least one team member does not know another team member’s number, or someone has to switch numbers because of technical challenges and the team was unaware of the switch.

We’ve also identified key soft skills that promote teamwork. In each of the agenda item, we used logos to remind teams about the key things that deepens the team’s bond. For example, this may include respecting each other’s time by arriving on time to shift report ready to start, or new members being introduced to the team by name.

We currently have trained almost 90% of the staff on G2N and G2S, and are closely monitoring their feedback and results.



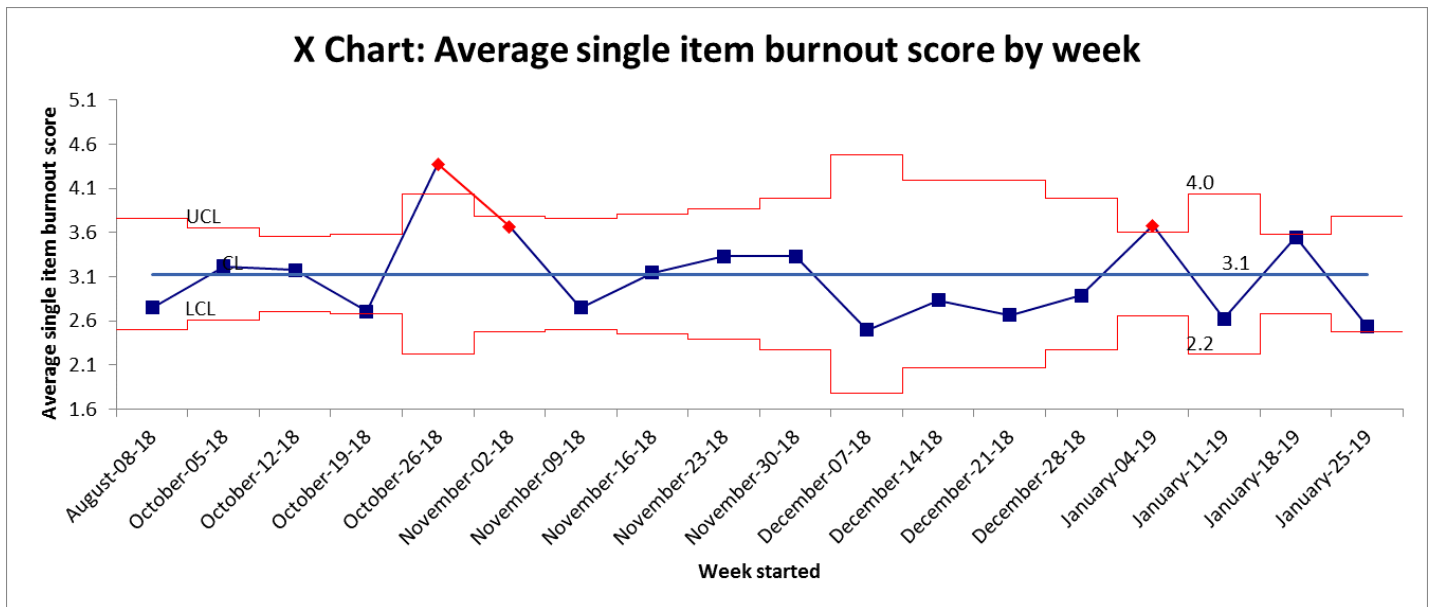


## Data Collection Results

In terms of weekly data collection, we alternated between G2N and G2S with the single item burnout measure, which consisted of the question: “Overall, based on your definition of burnout, how would you rate your level of burnout?” The definitions of the different categories are listed below.

Single Item Burnout Measure Answer Category
1= I enjoy my work. I have no symptoms of burnout.
2= Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out.
3= I am definitely burnout out and have one or more symptoms, such as physical and emotional exhaustion.
4= The symptoms of burnout that I'm experiencing won't go away. I think about frustrations at work a lot.
5= I feel completely burned out and wonder if I can go on. I am at the point where I may need some changes or may need to seek some sort of help.

We plotted out the results of the single item burnout measure on a weekly basis to compare results pre-intervention and post-intervention (December 28, 2018 onwards). No notable decreases in the single item burnout measure score were observed.



We also re-administered the more comprehensive Maslach Burnout Inventory, which was conducted with PSWs in G2N and G2S in September 2018 (pre-intervention) and January 2019 (post-intervention). Scores in the emotional exhaustion sub-scales showed a notable increase in score post-intervention, meaning a higher level of emotional exhaustion was felt. It is possible that there are factors outside of the change idea implementation that influenced the increase in the emotional exhaustion scores that should be explored further. Such factors could include the post-holiday time period, illnesses, poor weather, and changes in staffing on the units. Post-intervention, there was also a slight increase in the depersonalization scores and a slight increase in the personal accomplishment scores.

MBI Sub-Scale	Pre-Intervention	Post-Intervention	Notes
Emotional Exhaustion	21.98	30.15	Out of 54- lower is better; notable increase in score post-intervention
Depersonalization	4.83	5.5	Out of 30 - lower is better
Personal Accomplishment	39.11	41.53	Out of 48 - higher is better



## Maintain a Quality Workforce

### What we're looking forward to...

In the months ahead, we want to continue to get a really good understanding of whether the proposed format is working for people – What value do teams see in the new shift report format? How could it be improved? Is the standard format bringing the benefits that we hoped it would?

We're excited to continue working with PSWs and RPNs on G2N and G2S to understand whether changes to shift report can have a ripple effect and improve overall teamwork during the shift. We're also looking forward to continuing to measure whether team members' burnout levels are impacted by changes to shift report (via improved teamwork) over the longer term. If the new approach isn't benefitting our teams, what can we do better?

We're maintaining a healthy sense of curiosity about whether improvements to shift report can have a real impact across the home. We look forward to seeing how our lessons learned on G2N and G2S can be applied to broader Joy in Work initiatives moving forward.

## Perley-Tails!



Winterlude kick off with Perley-tails: The innovative Support Services team in the kitchen is joined by members of Therapeutic Recreation and Creative Arts to make delicious winter pastries for residents to celebrate the Ottawa party and help forget about the weather. No beavers were harmed in the creation of these desserts!





# CONGRATULATIONS!

## HEALTH AND SAFETY SUCCESSES OF 2018

The percentage of employees that completed their health and safety training was over 90%. The following employees were the lucky winners of \$100 gift cards (every module you complete gets you a chance to win).

- Marie M.
- Marianne M.
- Aminata F.
- Shaun D.
- Pamela A.
- Jessica R.
- Mike K.
- Elena H.
- Kelsey H.
- Tian L.
- Kim B.
- Bhanmatie R.

The policies and procedures, links and attachments as well as all Safety Data Sheets are now available for everyone on **Policy Manager** on all desktops.

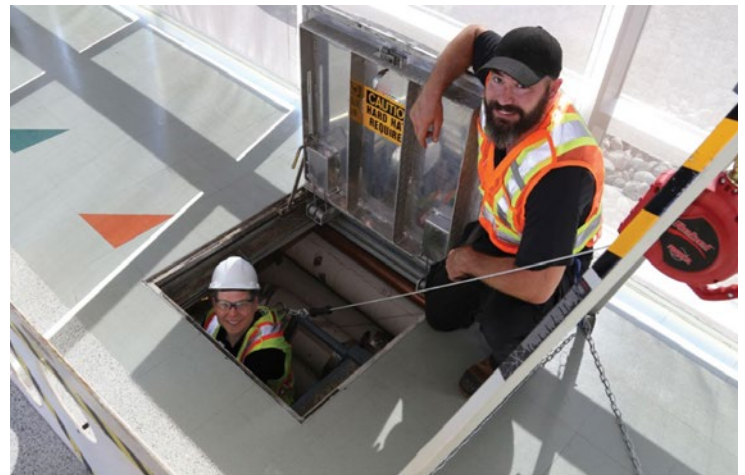
Feedback from employees has also led to more of our required education to be transformed into more interactive and visual learning (videos and games) when possible.

**The Wellness Program** saw successes in a new and improved gym facility, new FREE Yoga Program, education and rituals implemented on grieving and self-care as well as approval of a Sacred Space. Educational opportunities have been provided to bring about better understanding, including on the topics of Mental Health and Bullying/Harassment. Finally, thanks to Andrea Fabricius for creating this beautiful one of a kind logo for our Wellness Program.



*Thank you for your ongoing participation in the Health and Safety Program and using the Internal Responsibility System (looking out for each other's health and safety)*


View the latest EAP files on the website at <https://www.perleyrideau.ca/article/staff-information-2534.asp>



 Excellence in Resident Care and Services

 Ensure Sustainability

 **Maintain a Quality Workforce**

 Lead and Advocate for Change

### Fostering a Culture of Safety

In 2013, the Board of Directors adopts a Culture of Safety policy to protect clients, residents, families, staff and volunteers from risk and harm. The policy includes an annually updated Safety Improvement Plan with specific initiatives, targets and accountabilities. In its 2017 review of the Perley Rideau, Ontario's Ministry of Labour describes the policy as "an innovative, high-level plan that incorporates safety and quality."



# Greetings From The Collaborative Practice Leader

By Daniela Acosta RN, BSc, BScN, GNC(C)

*“If everyone is moving forward together, then success takes care of itself”*  
- Henry Ford

Hello Everyone and Happy New Year!



After one year away, it is such a pleasure to be back and reunited with the Perley Rideau community once again. I am so impressed to see all the wonderful innovation that pressed forward this past year. With momentum like this, I think we can

all agree that 2019 is off to a great start and I look forward to the many exciting endeavours that our team will pursue going forward.

For those of you who don't know me, my name is Daniela Acosta and I am a Registered Nurse. I started my nursing career here nearly 6 years ago and have been blessed to have developed my nursing skills and professional identity alongside this wonderful team. Prior to my leave, I led the Perley Rideau's participation in the RNAO Best Practice Spotlight Organization designation program and I was an active member of the “3D's” quality improvement team. In addition, early last year, I completed my Advanced Clinical Practice Fellowship which focused on improving how our frontline teams were monitoring antipsychotic medication use in elderly residents and I also recently obtained my Gerontological Nursing Certification from the Canadian Nurses Association.

It is with this experience that I step into my new role as Collaborative Practice Leader. Reporting to Jennifer Plant, Director of Clinical Practice, I will be collaborating with our skilled, innovative and motivated healthcare teams to support their collective and personal practices, professional development and interprofessional collaboration efforts. I aim to support the development of clinical and leadership skills, knowledge and judgement as a means to continue improving resident care and quality of life.

Some of my responsibilities include:

- Supporting our healthcare teams in reaching their professional practice goals and connecting them with training and resources related to their learning needs;
- Recognizing and closing any gaps in practice by creating collaborative solutions with the healthcare teams;
- Advocating for interprofessional engagement opportunities within the organization;
- Leading and participating in facility wide leadership initiatives .

Three organizational projects that I am currently working on are:

1. The facility wide roll-out of our cutting-edge frailty-informed care model, SeeMe: Understanding frailty together, particularly focusing on training for the frontline care team;
2. Interprofessional Implementation of the RNAO Best Practice Guideline: Developing and Sustaining Nursing Leadership;
3. Updating the New Hire Orientation Package and developing a mentorship program.

Please feel free to reach out to me to share your ideas; I look forward to connecting with every one of you! I will be attending staff meetings in February and doing walkabouts to introduce myself!

I am so excited to be able to give back the Perley Rideau community. Let's do this together and let's have fun too!

Daniela Acosta  
6135267170 ext 2018  
G1S Rm 174.  
dacosta@prvhc.com







# Advanced Clinical Practice Fellowship engaging, spiritual and uplifting

By Samantha Hallgren RN, GNC, Psychogeriatric Resource



I had the great opportunity to be a successful applicant for an Advanced Clinical Fellowship from

the RNAO from October 2018 to February 2019 to focus 450 hours on End-of-Life Care. The purpose of my Advanced Clinical Practice Fellowship was to build on my knowledge, skill and expertise in Best Practice Guideline implementation with a focus on learning how to select, tailor and implement strategies that promote practice change as recommended by the RNAO BPG “End of life care During the Last Days and Hours” by focusing on identifying the barriers to the identification of residents who are at end of life with the implementation

of BPG recommendation: 1.1 “Nurses identify individuals who are in the last days and hours of life”.

The overall Advanced Clinical Practice Fellowship experience for me was very engaging, spiritual and uplifting. I was able to expand my knowledge and help support knowledge translation within the interprofessional team by supporting the creation and implementation of the following education modules:

- Palliative Performance Scale
- PRN Pain Management at End-of-Life education
- Support education related to Communication at End-of-life

The ability to be able to focus on knowledge translation at the point of care and see the impacts of this

support and confidence gained at the front line is truly remarkable.

As the full-time Psychogeriatric Resource Nurse at Perley Rideau, I am able provide support, education and assessment for our frail elderly residents with Dementia, Delirium and Depression. We have seen an increase in the admissions of residents to long-term care who require a Palliative Care Approach. I am in a unique position to share knowledge translation with my nurse colleagues; thus, have had the ability to build capacity in the nursing profession as it relates to implementing the BPG and providing opportunities for support and education related a Palliative Care Approach. Stay tuned for more details related to supports for palliative and end-of-life care.

## Perley Rideau Privacy

Did you know that I am the Privacy Officer at the Perley Rideau and you can come to me with any questions about health privacy?

Our privacy policies are located in Policy Medical and will be assigned for review throughout the year.

If you believe there has been a privacy incident, please let me know as soon as possible. If you are unsure of what a privacy incident is, you can ask me.

In an upcoming newsletter article, I will explain privacy incidents and tips for supporting our culture of privacy.

Privacy is everyone’s responsibility.

**Jen Plant**  
**Director of Clinical Practice**  
**Privacy Officer**



# Building new resident-focused skills to care for residents with dementia

## Advanced Clinical Practice Fellowship summary

By Caitlyn MacMillan, BMSc, BScN, RN



This Advanced Clinical Practice Fellowship (ACPF) project's goal was to build new clinical practice skills that facilitate compassionate and resident-focused care for residents living with dementia. Specifically, understanding behavioural and psychological symptoms of dementia (BPSD), identifying triggers for

responsive behaviours, and developing the skills necessary to intervene with appropriate individualized strategies. Staff at the Perley and Rideau Veterans' Health Centre provided support and guidance throughout my completion of this fellowship. As a large institution housing aging populations that recognizes the importance of both therapeutic and supportive environments for its residents affected by dementia, Perley Rideau was an ideal organization in which to complete this fellowship.

The overall learning goal was to develop clinical practice skills necessary to support complex therapeutic care for older adults with advanced BPSD in long-term care. I built

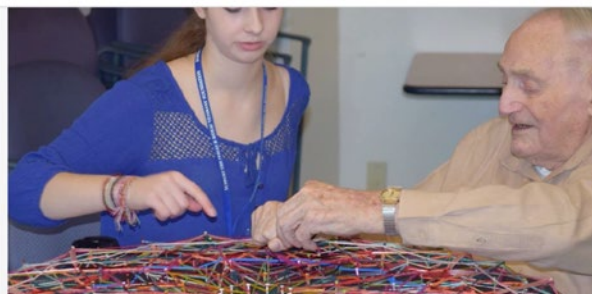
my confidence and competence on assessing for delirium, depression and dementia and expanded my understanding of BPSD. I attended training and education opportunities (including Gentle Persuasion Approaches in Dementia, P.I.E.C.E.S. training: a model for collaborative care and changing practice), shadowed Psychogeriatric Nurses and then used those learned skills to work with many residents throughout Perley Rideau in management and response to BPSD. In addition, I was able to share knowledge, supported and reviewed education, and assisted with training around BPSD for community caregivers and Perley Rideau health care staff. Staff are able to review BPSD resources created within this ACPF fellowship in the Education folder in the company drive under 'Special Topics: Behavioural and Psychological Symptoms of Dementia.'

Through this fellowship I could better identify unmet needs, create tailored individualized interventions and provide an improved quality of life to residents with advanced stage dementia with BPSD and this was an extremely rewarding opportunity.

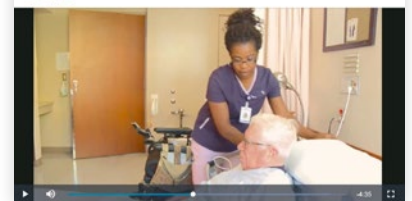
During the recent visit of the Parliamentary Assistant to the Minister of Health and Long-Term Care, we were asked to share information on our innovations. That got us thinking! We decided to assemble a list and shared details earlier this month on our social media channels. A few examples are highlighted here. Did we miss anything? Which one has been the most impactful?

Let us know by commenting on social media or emailing [info@prvhc.com](mailto:info@prvhc.com)

Day #4 in a week of Perley Rideau innovations: a recent collaboration between Spiritual Health and the team from Therapeutic Recreation and Creative Arts supports residents with dementia by unlocking past experiences, fostering conversations and building connections. Watch "Weaving the Spiritual and Artistic": <http://bit.ly/2DvifqI> #perleyrideauinnovations #seemecare



Rounding in Action for long-term care. #3 in our series on Perley Rideau innovations. Falls prevention and pain management are priorities for quality improvement (QI) at Perley Rideau. Frequent and structured bedside visits were identified as a change idea by the team and align with the Registered Nurses Association (RNAO) Best Practice Guidelines. The team adapted Studer Group's concept of Hourly Rounding® and developed Comfort Care Rounding (CCR) geared to the long term ca... See More





## CURRENT VOLUNTEER REQUESTS

FEBRUARY 2019

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



### Friendly Visitors:

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

### Pet Therapy:

Certified teams needed for day &  
evening visits.

### Family Transition:

Welcome new long-term care  
residents and their families on  
admission day. Training is provided.



### Creative Arts Studio:

**Wednesday afternoons 1:15 - 3:30pm &  
Friday mornings 9:00 - 12:00pm**

Porter residents and help them with their projects.  
Assist staff with preparation and cleanup.

### Volunteer buddy/Navigation partner for volunteer with disability: Thursdays 1:30 - 3:30pm

Assist with safe navigation through home while visiting with veterans.



### Gift Boutique: Tuesday 1:00 - 4:30pm

Comprehensive training is provided.  
Minimum 6-month commitment.

### Ottawa 2 West dining room assistance -

**Any evening of the week.**

Feeding residents (training provided) or assisting with  
set up, clean up, portering and visits.





## **GET READY - 2019 TAX CLINICS ARE COMING!**

Tax clinics will be at Volunteer Services Office  
New location - 1<sup>st</sup> floor next to reception at the 1750 main entrance.

**4 consecutive Saturdays 10:00am to 2:00pm  
March 16<sup>th</sup>, 23<sup>rd</sup>, 30<sup>th</sup> & April 6<sup>th</sup>**

Help is available for 2018 income tax returns. This free service, provided by the Canada Revenue Agency and Perley Rideau Volunteers, is available to residents and tenants.

To qualify:

- you must have 2018 income of \$35,000 or less
- no more than \$1,000 of interest income, capital gains, rental income, and business income
- are not involved in bankruptcy
- are not completing a tax form for someone who is deceased

The Community Volunteer Income Tax program does not 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 through Volunteer Services by contacting Volunteer Services at 613-526-7170 ext 2305 or [volunteer@prvhc.com](mailto:volunteer@prvhc.com)

Apartment tenants must book an appointment through Tenant Relations/Assistant Living staff.

The clinic will be located at Volunteer Services next to the reception desk at the main entrance.

Thanks very much to volunteer Brian McGill who will be providing E-File services again this year to tenants and long term care residents.

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



# Events

## Minister Tassi Visits

Today, Minister Tassi had the honour of meeting veteran seniors and other residents of Perley Rideau to discuss issues important to Canada's aging community. She also participated in arts and crafts activities and toured their care facilities.



# Memories from the Christmas Concert





## Jack Dods

Recently eight volunteers from the Canadian Aviation and Space Museum visited Veteran resident Jack Dods. A wireless operator and air gunner in the Royal Air Force's 233 Squadron, Dods met the volunteers in the Perley Rideau Cafeteria to recount some of his wartime flying experiences. The avid listeners included five pilots were invited to view Jack's paintings of his war time experience including D-Day. All the volunteers said it was a pleasure and privilege it to visit with Jack and celebrate the had been to visit Jack and also the PRVHC, which none had seen before.



**Jim Morris** Jack is a gifted story teller, as well as a gifted artist. My Dad, Les, lives in the same unit as Jack in the Perley, just a couple doors away (coincidentally both my Dad and Jack come from Manotick). Jack's room is full of his paintings, as are a numb... [See More](#)

Like · Reply · Message · 4w · Edited



**Perley Rideau** Thanks for sharing, **Jim Morris**. The Perley Rideau community is lucky to have Jack among us.

## Volunteer Services on the Move

Rachel Stoparczyk, Coordinator, Volunteer Services, unveils the banner that will mark the new location of Volunteer Services, just down the hall from the Main Entrance. Watch for the grand opening soon.



**Donna Williams** I would like to thank all of the volunteers whose energy is tireless. My family appreciates all the time given to the residents. We wish you all the best for a healthy 2019. Thank you. 😊

Like · Reply · Message · 5w



**Patty Kilby Lowe** So exciting! The Perley is growing again 😊

Like · Reply · Message · 5w



**Tony Cobden** An awesome poster some great examples of volunteers and how they interact with the residents

Like · Reply · Message · 2w



**Marie Raymonde Chicoine Green** What a great news, I am happy for you to have new offices 😊

Like · Reply · Message · 5w



**Tony Cobden** Great poster, shows volunteering at its best

Like · Reply · Message · 5w



**Gloria Gillam-Manuel**



Like · Reply · Message · 5w





**Perley Rideau**  
The Perley and Rideau  
Veterans' Health Centre Foundation  
La Fondation du Centre de santé  
Perley et Rideau pour anciens combattants

## Resident Priority Needs List for 2019

**PROGRAMS**

**THERAPEUTIC RECREATION AND CREATIVE ARTS**  
Provides an increase in social engagement, psychological health and self-esteem

**BURSARIES**  
Offers life-long learning for staff to stay at the forefront of care

**SUMMER YOUTH VOLUNTEER SERVICES**

PROGRESS TO DATE	GOAL
\$ 11,245	\$135,000
PROGRESS TO DATE	GOAL
	\$15,000
PROGRESS TO DATE	GOAL
	\$4,000

**EQUIPMENT**

**HEIGHT-ADJUSTABLE BEDS**

PROGRESS TO DATE	GOAL
\$24,500	\$170,000

**BLANKET WARMERS**

PROGRESS TO DATE	GOAL
\$24,000	\$84,000

**WATER AND ICE DISPENSER MACHINES**

PROGRESS TO DATE	GOAL
\$6,350	\$12,700

**FURNITURE IN THE LOUNGE AREAS**

PROGRESS TO DATE	GOAL
\$8,595	\$24,000

**TUB AND SHOWER ROOM RENOVATION PROJECT**

PROGRESS TO DATE	GOAL
\$14,181	\$618,800

Cost for one room: \$36,400 including construction, plumbing, electrical and millwork.

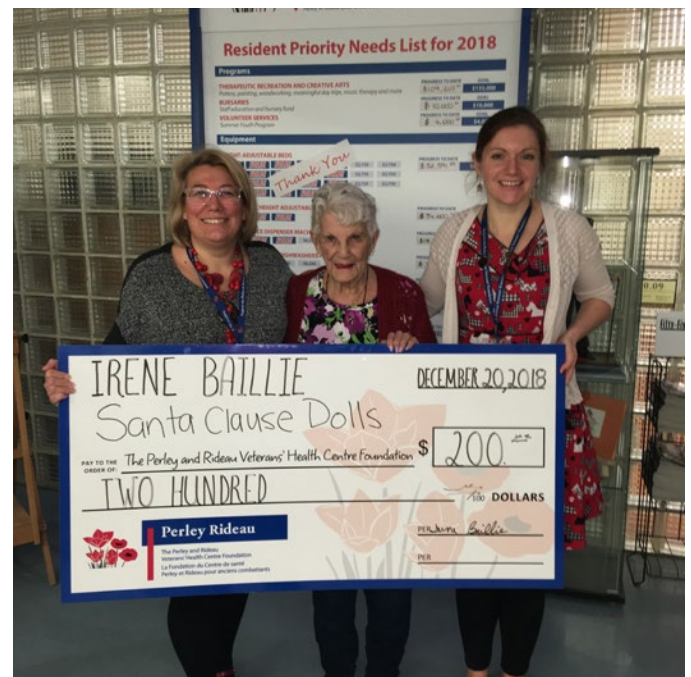
- Reconfiguration of unit with new flooring and ceramic walls \$23,200
- New shower, toilet and wall-hung sink \$6,600
- New lighting and electrical upgrades \$3,300
- New countertops and storage units \$2,500
- Installation of grab bars \$800

**OTHER PRIORITY NEEDS**

PROGRESS TO DATE
\$ 1,000




Family of the late Hugh Jeffery gathered together at the Tree of Life to mark a generous donation made to honour his life. Cherished memories were shared and the family was pleased to know that their meaningful gift will help ensure the high standard of care that Hugh received will continue to remain available to all residents. L to R: Karen, Linda, and Ellen Jeffery.



For the second year in the row, Irene Baillie knitted 30 Santa Dolls to raise funds for the Foundation. She is already getting ready for next year! L to R: Delphine Haslé, Development Manager, Irene Baillie, Sara Francis, Development Coordinator.

And we're off! In 2019, donor dollars will support everything from the Therapeutic Recreation and Creative Arts Program, to the purchase of eighty-five new Hi-lo beds and mattresses, to the renovation of the Tub and Shower Rooms across campus. Stop by the Foundation office to see this year's list, to learn more about the types of programs and equipment the Foundation supports, and to see if there is a way that your giving can impact seniors and Veterans at the Perley Rideau.



Team Perley Rideau is the two-time winner of the Ottawa Race Weekend Workplace Run-Off! This competition challenges workplaces to raise money for local charities, and sees the winning team take a VIP brewery tour, with samples and lunch provided. Dan had the opportunity to share Team Perley Rideau's experience on CTV Morning Live, alongside Paul Meek, the owner of Kichesippi Beer. Since forming in 2016, the team has raised over \$37,000 supporting Resident Priority Needs. If you'd like to join the team, talk to Sara in the Foundation office or email [sfrancis@prvhc.com](mailto:sfrancis@prvhc.com).



Celebrating the impact of donors! Over \$176,000 was disbursed to the Health Centre in January, to support the renovations of residents' tub and showers rooms, new essential equipment and access to Therapeutic Recreation and Creative Arts program. Thank you to all who made this possible.





The Royal Canadian Navy Curling Club, Senior Men's Division has supported the Perley Rideau since 1995, and in 2018 gave an incredible \$4,325! The club's history of giving has seen over \$41,000 donated overall, and we are extremely grateful for their long-time and continual support. L to R: Stephanie Duggan, RCN Curling Club President; Sara Francis, Foundation Development Coordinator; Daniel Clapin, Foundation Executive Director; RCN Curling Club Senior Men's Division members DJ Pieper and Bill Mitchell



**RUN, WALK or SKIP**  
**your way to the finish line**  
**on May 25 or 26 in Ottawa**  
**– all while supporting the Perley Rideau!**

**It's never too early to join**  
**Team Perley Rideau**

No previous running experience required.  
 If you can't join, support the team with a donation.

## Community Partnerships

We are pleased to partner with various community organizations who choose to support the Perley Rideau through their business.

**Nepean Rona** (located at 585 West Hunt Club Rd, Nepean) offers a special membership card, available on the Foundation website and at the Foundation office. This card will give you an immediate discount of 3% on all purchases over and above the sales price and other discounts, and Rona will donate 2% of every purchase made back to the Foundation.

**TF Moving And Delivery** offers a special donation card on any qualifying move. When you present your donation card to TF Moving And Delivery, 5% of your bill will be donated to the Perley Rideau.

To inquire about becoming a Community Partner with the Perley Rideau Foundation, contact Sara Francis at 613-526-7170 x.7150 or email [sfrancis@prvhc.com](mailto:sfrancis@prvhc.com)



**2<sup>nd</sup> Annual High Tea at the Perley Rideau**

**5 March 2019**  
14h00-15h30

...at the Perley Rideau, with some of Canada's foremost Pioneers of women in the service.

**Perley Rideau**  
The Policy and Research Institute  
Health Centre Foundation  
La Fondation du Centre de santé  
Perley et Rideau pour améliorer les conditions

**Reserve your tickets now!**

**Live music,  
Renowned speaker,  
Silent auction.**

**Celebrate Women & Strength on  
International Women's Day.**

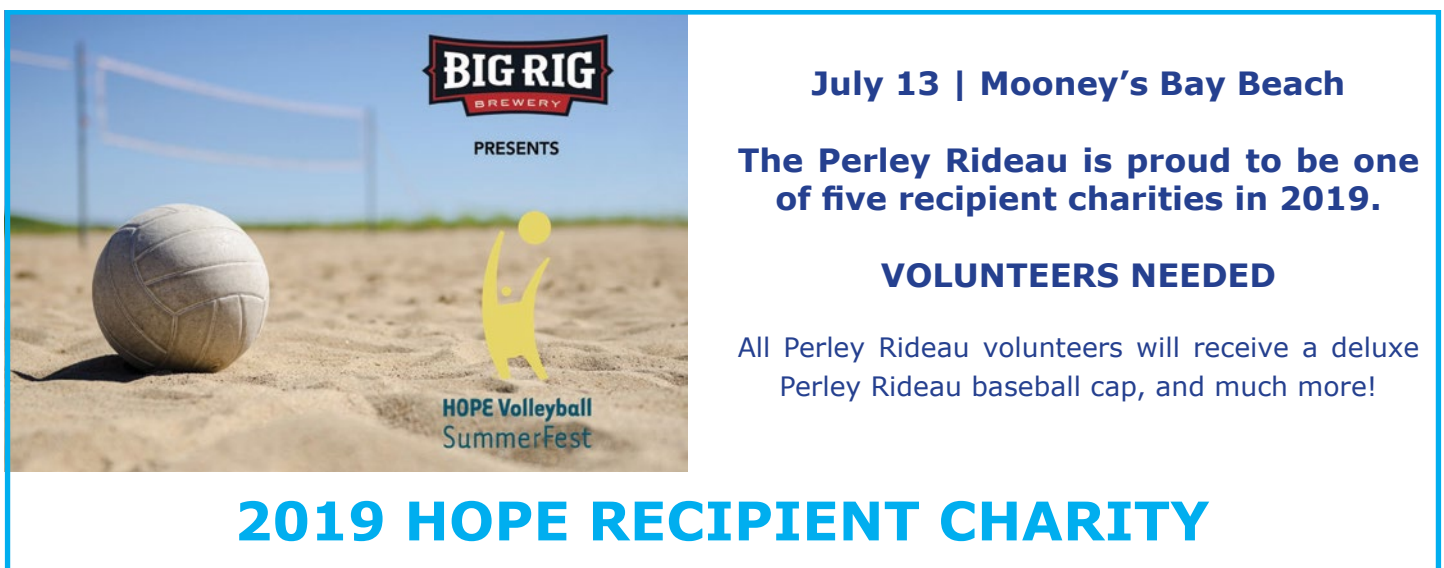
**Sponsored by:**



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Services financiers, coaching et conseils



**COMMISSIONAIRES OTTAWA**  
RETAIL PARTNER | PARTENAIRE



**BIG RIG BREWERY**  
PRESENTS

**HOPE Volleyball SummerFest**

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

**The Perley Rideau is proud to be one of five recipient charities in 2019.**

**VOLUNTEERS NEEDED**

All Perley Rideau volunteers will receive a deluxe Perley Rideau baseball cap, and much more!

**2019 HOPE RECIPIENT CHARITY**

April 14 | 1:00 – 4:00 pm  
Perley Rideau Cafeteria

**2019 Spring  
Benefit Fashion Show & Shop Event**

**Free admission, all welcome!  
Raffle and Silent Auction on-site.**

Organized by: **NYGÅRD** *Style*  
DIRECT



**FOR ALL UPCOMING EVENTS  
TICKETS AND VOLUNTEER OPPORTUNITIES**

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



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



**PRESENTS**

**18th Annual Perley Rideau  
Night at the Races**

June 13 | 6:00 – 9:30 pm  
Rideau Carleton Raceway

**Purchase your ticket today!**

**\*Special Perley Rideau Staff Pricing \$35\***

**Thank you to the Staff Association for generously  
covering a portion of Staff Ticket cost.**

Regular \$75 ticket includes reserved seating, live race  
program,

\$2 betting voucher, and \$25 income tax receipt.

Silent Auction and great Raffle prizes to be won!



# The Family and Friends Council

Our first meeting of 2019 was on Thursday, January 17th. **Andrea Liu**, Coordinator - Centre of Excellence and Interprofessional Clinics and **Melissa Norman**, Manager, Quality Improvement and RAI, introduced the SeeMe model of care.



Aging is a time of life when we have time. Time to spend with our families, to love those we love, to take pleasure in life more. But with age comes frailty, often limiting our ability to enjoy our time, our leisure and those we love.

Designed as a true partnership among the person, family and healthcare providers, SeeMe gives us the tools to look at frailty with fresh eyes, to truly see the person before us and offer them the time and quality of life to be, to love and to take pleasure in the joys that life still offers.

Our next meeting on **Thursday, February 21st**, at 7p.m. in the 2nd floor Boardroom. **Tania Paolini**, Manager of Infection Prevention and Control, and **Alex Huneault**, Analyst, Infection Prevention and Control, will be presenting – “Infection Control – come and join us to find out what is happening in our home”.

The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support



amongst family members, friends, volunteers and staff. Participation is open to family of residents, former residents of the Perley and Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. We hope this experience and broad range of perspectives may serve as sources of information, assistance and support to all members of our long term care home community.

Council meets monthly except in July, August and December. Our meetings include updates by Senior Management, presentations on topics of relevance to residents and family members and opportunities to learn more about life at Perley Rideau. We look forward to welcoming family and friends of our residents.

*Please help us keep in touch with you by email by advising us of any changes to your contact information.*

For questions about the Council please contact Heather Moxley by e-mail at: [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)

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

The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff. Participation is open to family of residents, former residents of the Perley and Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. There is no membership fee. We hope this experience and broad range of perspectives may serve as sources of information, assistance and support to all members of our long-term care home community.

Council meets monthly except in July, August and December. Our meetings include updates by Senior Management, presentations on topics of relevance to residents and family members, budget reports, and opportunities to learn more about life at Perley Rideau. We look forward to welcoming family and friends of our residents and to their participation in the activities of the Council.

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

*For questions about the Council please contact Heather Moxley by phone [613-859-5231] or by e-mail at: [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)*





**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

## Family and Friends Council

Please join us

**Thursday, February 21, 2019**

The Boardroom, 2<sup>nd</sup> Floor

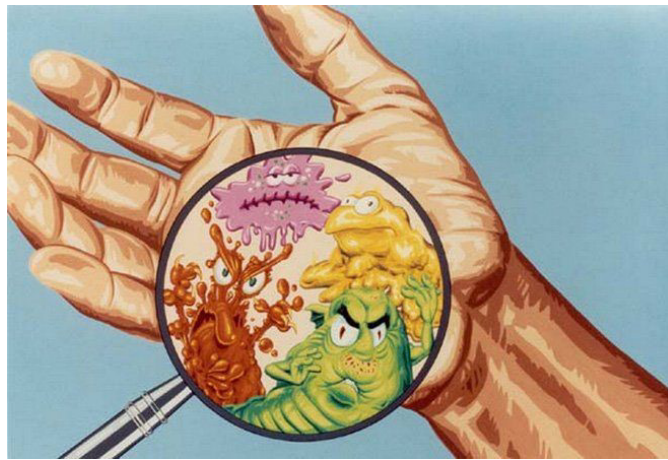
7:00 p.m.

The Agenda will include a report by Senior Management, and a presentation by:

Tania Paolini (Manager of Infection Prevention and Control)  
**and**

Alex Huneault (Analyst, Infection Prevention and Control)

**Infection control** - come and join us  
and find out what is happening in our home



The Executive looks forward to welcoming you.



Brigitte Bourdeau, Dementia Care Coach, The Dementia Society of Ottawa and Renfrew County. Photo – Bryan Gagnon

## Coaching People Through A Dementia Diagnosis

By Eric Bollman, Communications Officer – The Dementia Society

“It’s important to be uncomfortable early on so you can get more comfortable later” says Brigitte Boudreau to Brenda [not her real name] on the phone. There are few calls a person can make that are less comfortable than the one right after their loved one has been diagnosed with dementia.

It’s Brigitte’s job to walk Brenda through what comes next, offering information, guidance and support for this woman and her husband who lives with dementia. Brigitte is a Dementia Care Coach, one of nine working in The Dementia Society of Ottawa and Renfrew County’s office at the Perley Rideau Veterans’ Health Centre.

Each person living with dementia is different, and every caregiver is different, so Brigitte alters her approach with each client.

Today, she explained the nature of dementia to Brenda on the phone. Then she followed up with a French client and referred him to two in-home services. She then prescribed an exercise class for a person living with dementia and a support group for their caregiver.

Brigitte’s journey to The Dementia Society is fairly typical. While studying Criminology she did a placement at Operation Come Home, a downtown Ottawa charity that helps homeless youth. Inspired to get involved with vulnerable populations, she completed a Masters in social work. At the Lowertown Community Health Centre, she began working with people who had dementia and found her calling. She has been with The Dementia Society for a little more than a year.

Later today, Brigitte will attend a memory clinic with the Montfort Academic Family Health Team. People who have been referred by a doctor attend the clinic where social workers, nurses, a physician, a pharmacist, and Brigitte will assess their memories and cognitive abilities. It’s possible that a clinic participant will be diagnosed with dementia.

Should that happen, Brigitte will be the Dementia Care Coach who follows up. She has met them at the clinic and so understands their diagnosis and test results before they have that initial phone call. A phone call that will be very similar to the one she had with Brenda this morning.

To learn more, visit The Dementia Society’s website [www.dementiahelp.ca](http://www.dementiahelp.ca)



The  
**Dementia  
Society**  
Ottawa and Renfrew County



# Yoga for Employees and Volunteers

## Updated Class Schedule for January – May 2019

Mondays 4:00 - 4:45pm in the Games Room  
 Wednesdays 12:10 – 12:50pm in the Games Room



**Drop-ins and new yogis welcome!**

Contact Rebecca Wilson (x2225) to learn more

## Paypool Winners: \$100 each

### **December 12, 2018**

- Julieta J: Ottawa 2 East
- Lena N: Creative Arts

### **January 24, 2019**

- Chantell D: Rideau 2 North
- Oleg L: Ottawa 1 West

### **January 10, 2019**

- Aysel C: Assisted Living
- Rizalina M: Assisted Living

### **February 7, 2019**

- Seema D: Rideau 2 South
- Jose M: Plant Services

## Vol. 22-01

### **Newsletter credits**

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public. Excerpts from the newsletter will be treated with the utmost respect and shared through our various social media channels. For questions, concerns or to share story ideas, please contact Jay Innes at [jinnes@prvhc.com](mailto:jinnes@prvhc.com). Please note that the newsletter is available online at [www.PerleyRideau.ca](http://www.PerleyRideau.ca).

All submissions are welcome.

## Want to stay in touch with Perley Rideau?

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



Perley Rideau



Perley Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
/ Foundation