



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

Volume 17-5 May 22, 2014

# BETWEEN Us... Briefly

Newsletter for residents, tenants, family and friends, staff and volunteers of Perley Rideau

## Family Council Event "Let's Talk about Dementia"

An important workshop for all those who want to know more about Dementia!

Presentations to be made by:

- Dr. Andrew Frank, Medical Director Memory Disorder Clinic
- Dr. Benoit Robert, Medical Director Perley Rideau and Co-director Glebe Centre
- Darlene Yue, PSW, Behaviour Supports Ontario
- Joanne Maika-White, Alzheimer Society

Panel discussion led by Akos Hoffer, CEO Perley Rideau

**Wednesday, June 11, 2014  
2:00 pm to 4:00 pm  
Lupton Hall**

**The Perley and Rideau Veterans Health Centre, 1750 Russell Road**

All are welcome to attend.

For more information, please contact:

*Ray Bailey, Council Chair at  
613-741-0282  
or by email:  
familycouncil.prvhc@gmail.com*

## Health Centre Annual Meeting

Residents, families, tenants, staff and volunteers are invited to join the members of the Corporation at the 116<sup>th</sup> Annual Meeting of The Perley and Rideau Veterans' Health Centre to be held on **Thursday, June 5<sup>th</sup>, 2014 at 2 p.m. in Lupton Hall.**

An RSVP by May 30<sup>th</sup> to Judy Woodstock at 613-526-7170 ext. 2001 or [jwoodstock@prvhc.com](mailto:jwoodstock@prvhc.com) would be appreciated.

## Other Upcoming Events

**June 12** – Provincial elections

**June 13** – Tenants and Residents Open Forum @ 1 p.m. with Akos Hoffer

**June 17** – Perley Rideau Seniors Village Celebration for Staff and Volunteers

**June 18** – Perley Rideau Seniors Village Celebration and Special Donors event for donors, tenants and outside invitees

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

## On Saturday May 3<sup>rd</sup>, 2014, Alice Lymburner celebrated her 100<sup>th</sup> birthday!

Alice's loved ones helped her ring in her 100<sup>th</sup> year with a beautiful open house party in one of the Activity Rooms which had been brightly decorated. It was clear a celebration was taking place!

Fellow residents, staff, family and friends from as far away as Hagersville and Bobcaygeon celebrated with Alice that afternoon.



When asked what she enjoyed most about the party, Alice commented “the good food and the friends that brought it!” With a big grin she added, “Parties are always nice!” To end her party, Alice gave a wonderful rendition of the popular tune ‘Irene Goodnight’.

When asked today how it feels to be 100 years old, Alice comments, “Well there have been no changes yet!” In her words, the secret to living to 100 is to “eat lots!” Alice’s witty and gentle spirit continues to shine!

We wish you all the best in your 100<sup>th</sup> year Alice! We are blessed to have you call the Perley Rideau home.

## Alice’s memories as a proud veteran:

“I was working with the T. Eaton Company in Woodstock when I decided to join the Air Force. I was sent to MacDonald, Manitoba - 3B and G Gunnery School where for about a year we were trained as gunners for the aircraft. Then in a rush I found myself posted overseas in '43.

It was an exciting time, of course. We were sent on the Queen Elizabeth via Halifax and New York. We landed in Scotland - Firth of Clyde and ended up in London, with a brief stop in Bournemouth, to join the overseas base post office; all the mail going to Europe, or England, went through this post office.

Of course, there were “doodlebugs” (V1 rocket bomb) and black-outs which everybody experienced during that time.

We were right uptown in London during my first black out trying to find our way in the dark. I remember one time we were in a building with a glass roof and large windows in the front. One time we all had to get under the table, and the lights were swinging, but the doodlebug didn't come down on us.

There were good times and bad times. Of course, it was exciting, but we had to work hard. We were overwhelmed at Christmas, and had to work nights some times to get caught up with the mail.

There were about forty girls, and we were all sent over at the same time to do the post office work. We were together for about two years...over two years. We got to know everybody; they were a great bunch of girls.”

## Electricity Production Begins...



CEO Akos Hoffer and CFO Ross Quane celebrate the official start of Perley Rideau's electricity generation. Solar panels on three Perley Rideau rooftops are

now connected to the hydro grid and have begun producing electricity. The 1,235 solar panels have the capacity to generate approximately 250 MWh of electricity per year resulting in estimated receipts of \$239,000 annually for the next 20 years from Ontario Power Authority's Feed in Tariff program.

This was the final step of the Energy and Facility Renewal Program with Honeywell. For the combined project, we invested \$6,402,000 million and expect to save approximately \$600,000 in utility and operating costs annually. The program will also lower our carbon dioxide emission by 320 metric tonnes annually – equivalent to removing 53 medium size cars from the road each year.

In addition to the solar array, a wide range of energy and infrastructure upgrades were implemented aimed to reduce operating costs and enhance the indoor environment for our residents. The upgrades included:

### **High-efficiency Central Heating and Cooling Plant**

– The new plant improves heating and cooling reliability while reducing operating costs. The new plant can be seen in operation through the windows in the Perley Rideau Centre – Gatineau corridor.

**Building Envelope** – All exterior doors have been weather-sealed to help reduce drafts and improve comfort.

**Water Conservation** – Over 550 toilets and washroom fixtures have been replaced with low flow type models. These upgrades will reduce our water costs by 1/3, saving over \$57,000 per year and lower water usage will drop by close to 21 000m<sup>3</sup>, enough water to fill approximately 8.3 Olympic size pools.

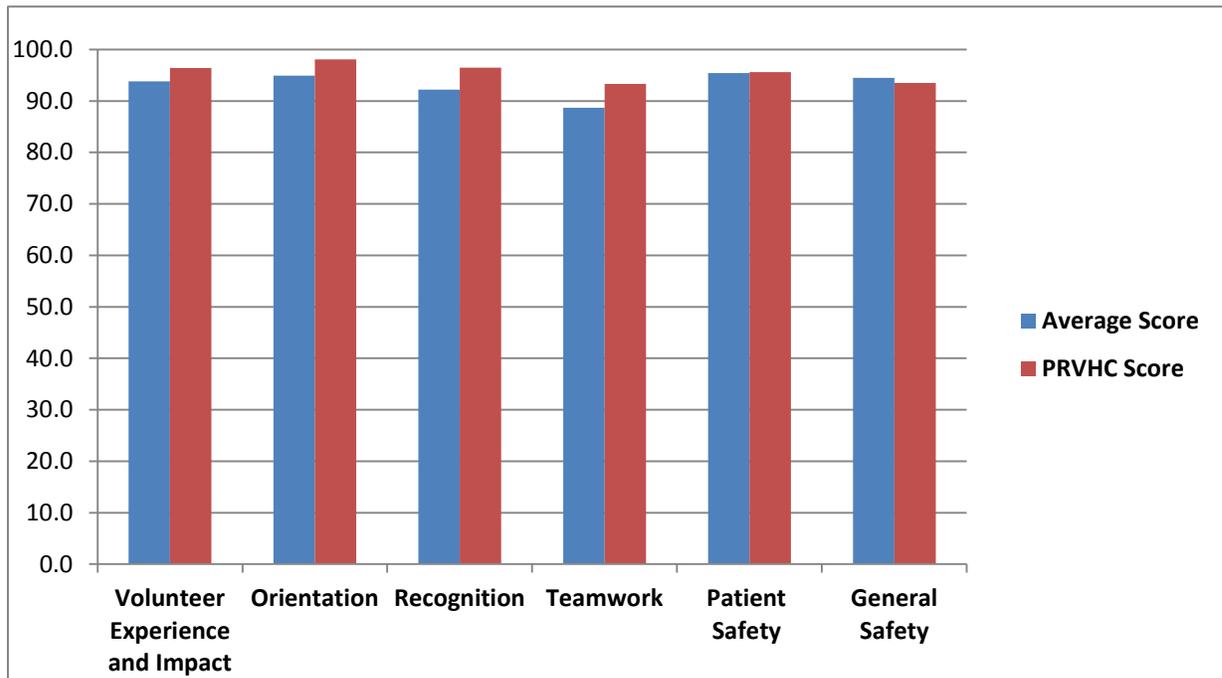
**Lighting System** – Over 5,500 lighting fixtures have been replaced throughout the facilities. Lamps and ballasts (electronic device) were replaced with new generation high efficiency models. The new lighting systems and controls will reduce the amount of electricity required to operate the lighting fixtures saving close to \$42,000 per year.

**Building Automation** – Upgrades to the building automation system were completed providing more efficient control of heating, cooling and ventilation systems.

**Air flow** – Air circulation system has been optimized so that the air flow closely matches the building occupancy needs.

“This is great news for Perley Rideau as we strive to become ever more sustainable,” says Akos Hoffer. “Not only have we improved comfort for our residents, but we have also optimized energy management while upgrading our facility infrastructure.”

## Results of 2013 Volunteer Survey



The Perley Rideau volunteers participated in a province-wide Volunteer Opinion Survey in November/December of 2013. Over 8,000 volunteers from 32 hospitals/health centres completed the survey, identifying areas of strength and opportunities for growth. Forty-six questions were asked in the following dimensions: Volunteer Experience and Impact, Orientation, Recognition, Teamwork, Patient Safety and General Safety. As shown in the chart above, Perley Rideau survey results scored above average in five of the six categories.

The first dimension, “**Volunteer Experience and Impact**”, included questions on how the Health Centre makes volunteers feel welcome, the availability and degree of support from staff, availability of information to support the volunteer’s role,

perception of volunteers on their contribution to improve resident care and to provide support to staff and the overall impression of their impact on making the Health Centre a better place. **The average satisfaction rating in this area was 93.8% and the Perley Rideau’s score was 96.4%, placing us fifth amongst participating institutions.**

Perley Rideau received the **highest score** of all participants in the area of “**Orientation**”. Factors measured in this category included the volunteers’ awareness of their Health Centre’s procedures; occasional feedback to the volunteers on how they are doing; more educational opportunities on various topics; and of volunteers in the different programs. Regular feedback meetings with groups mission, introduction to the Centre and the

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

volunteer's role, and how the information the volunteer received prepared them to interact with residents. **The average score was 94.9% and our score was 98.1 %.**

**“Recognition”** included questions on respect and thanks received from staff and volunteer resources, the importance of formal volunteer recognition and the extent to which volunteer time is put to good use. **The average score was 92.2% and our score was 96.5%, representing the second highest rating.** Seventy-one percent of our volunteers noted that a formal volunteer recognition event is important to them.

**“Teamwork”** focused on the experience volunteers have as a team member in their placement area. Factors included introduction and information for specific activities, approachability of staff, support and direction, staff feedback and openness for receiving suggestions from volunteers. **The average score was 88.7% and Perley Rideau's score was 93.3%, putting us in second place.**

The fifth dimension concentrated on **“Patient Safety”**, or the knowledge the volunteers have to protect themselves and others from infections, their comfort level in informing staff of concerns related to patient safety, means to report patient safety issues and confidence that issues will be addressed. **The average score was 95.4% and our score was 95.6%**

Finally, questions around **“General Safety”** were concerned with the understanding of policies and guidelines by the volunteers and if the volunteers were asked to do unsafe things. Our score was 93.5% which put us just below the average of 94.5 %.

The survey turned out to be an important tool for the Volunteer Office staff to look at some areas that need attention. Some ideas include: a refresher on updated policies and emergency and safety procedures; occasional feedback to the volunteers on how they are doing; more educational opportunities on various topics; and regular feedback meetings with groups of volunteers in the different programs.

## Employee and Volunteer Open Forum

The second of this year's planned open forums was held with 162 staff and volunteers attending seven sessions on May 20 and 21. Presentations were made by Akos Hoffer and Mary Boutette.

Topics covered were:

- Accreditation Canada survey results
- Inspection Results

Congratulations were expressed for the very good results.

- Also covered were the recent organizational changes in LTC management.

[Link to presentation slides](#)

The second half of the session was dedicated to your comments, concerns and feedback. Many of the questions and comments related to the reorganization in the LTC to take effect June 1, 2014. Carolyn Andrews indicated that a follow-up meeting would be held soon to discuss and clarify roles and responsibilities with all those affected by the change.

We received 76 feedback forms from you at the end of the session. Again, with a few exceptions, you thought that the session content and format were good. Based on your input, we need to make further improvements in giving feedback and following up on actions.



Now that we have had about six months of actual experience and having received input from employees, visitors, tenants, and others affected, we are making the following modifications to the parking arrangements, **which only apply to the day shift**, when parking spaces are at a premium. Parking will be monitored for adherence between 7am and 3pm Monday to Friday.

#### **Relocate parking for tenants and visitors nearer to access doors.**

The parking area running alongside 1720 is designated solely for visitors of long-term care residents or tenants in the apartments, and, for tenants themselves as part of their leasing arrangements. To assist those visitors, who are mostly seniors, in caring for their loved ones they are being provided with the parking closest to the Main Entrance. Even once they are inside they still have a long walk.

#### **Increase parking for staff and volunteers.**

The lot across from the Guest House is designated solely for staff parking. To facilitate the use of this lot, we have identified a new staff entrance (S) shown on the attached schematic.

#### **Designate parking areas for one specific purpose.**

Note that at each of the Rideau and Gatineau entrances, the visitor and the staff parking areas are being separated. Also note that students who are doing placement are not visitors, should park in the staff areas only.

#### **Effective date for changes**

New signage for these parking areas has been ordered. When ready, we will alert you of the effective date. This is expected to be in a few weeks.

[See attached map at back for details.](#)

#### **Provincial Elections – Thursday, June 12, 2014**

**Permanent long-term care residents** will be able to vote at on Election Day at one of the following three voting stations:

Gatineau 2 North	9:00 am to 11:00 am
Rideau 2 North	11:45 am to 4:15 pm
Ottawa 2 East	5:00 pm to 9:00 pm

**Tenants** will be able to vote in their own building on Election Day. Rental Office staff will provide more details later.

#### **The 2014 Summer Youth Volunteer Program**

The 2014 summer youth volunteer program is geared for high school students during the months of July and August.

It involves assisting our residents and staff in the various programs offered at the Perley Rideau such as Creative Arts, Recreation and Physiotherapy. Students will be volunteering for a minimum of 5 out of the 8 weeks from Monday, July 7 to Friday, August 29, 2014.

Please apply on-line at [www.perleyrideau.ca](http://www.perleyrideau.ca) before June 6, 2014 and mention that you are applying for the Summer Youth Program or SYP.

Summer Youth Program Orientation will be held on Thursday, July 3<sup>rd</sup>.

## Family and Friends Council

Our **May 15<sup>th</sup>** meeting featured **Jennifer Ellis, RN, PhD, Director of Nursing Practice** on the topic of **The best End of Life Experience Possible: A Report from the Guiding Lights Committee**. She described recent new partnerships in Palliative Care Quality Improvement Initiatives and Research with Bruyere Continuing Care. Her presentation highlighted key findings for 2013 End of Life Care documentation.

Well, if you thought you'd sit quietly through our April meeting, you'd have been mistaken. In the first of the Programming and Support Department series, Dance Therapist **Mary Moncrieff**, had attendees on their feet and learning first-hand how residents can benefit from dance therapy. Then, Horticultural Therapist **Barbara Brown** demonstrated how residents can connect with the healing qualities of nature and find solace in the natural setting of the garden. The series continues in the fall.

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 3<sup>rd</sup> Thursday of each month at 7:00 pm, except in July and August. Meetings provide opportunities for participants to learn more about life at Perley Rideau, to share experiences and to support one another.

**June 19<sup>th</sup>** will be the last evening Council meeting before the July and August break.

We look forward to your participation. Questions may be directed to Ray Bailey, Chair at 613 741 0282 or by e-mail to: [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)

## The Arctic Star Medal

The Arctic Star, a military honour unveiled by the United Kingdom, is now a recognized military honour in Canada. Eligible Canadian Veterans can wear the medal with other Second World War honours.

Canadian Second World War Veterans who served north of the Arctic Circle (North of Iceland, east of Greenland to Russia – Greenland Sea, Norwegian Sea and Barents Sea) from September 3, 1939 to May 8, 1945, are eligible for the Arctic Star. Eligible Veterans and next-of-kin can now apply for the British Arctic Star.



For your application, you will need to provide your service number, branch and theatre of service, date of birth, current name and address.

For more information, contact VAC, by calling toll free, [1-866-522-2122](tel:1-866-522-2122) or e-mailing [awards-citations@vac-acc.gc.ca](mailto:awards-citations@vac-acc.gc.ca).

Application forms are available online at: <http://www.veterans.gc.ca/eng/remembrance/medals-decorations/campaign-stars-medals-1939-1954/arctic-star>

## A BIG THANK YOU TO ALL THOSE WHO PURCHASED A CAR LOTTERY TICKET



On May 9, the Foundation announced that **Richard Swartman of Almonte** was the lucky winner of the red convertible 1988 Mercedes Benz 560 SL that was once the pride and joy of Barbara Ann Scott-King.

In our books, everyone was a winner and we are grateful for your support and that of the many others who helped make this possible. Together, we raised over \$94,800 net, dedicated towards our \$5 Million “*Building Choices, Enriching Lives*” Capital Campaign.

A special thank you to the following:

*Merv and Mary-Jo Beckstead  
Barbara Cauley  
Cheryl Homuth  
Bruce Laforet  
Lisa Mallin  
Melissa Meti  
Bob and Brenda Publicover  
Gursangat Sidhu  
Lacey Rathwell  
Jean Rodier  
Carolyn Vollicks  
and the Support Services Staff:  
Kerry Kelly (now retired)  
Lorie Stuckless  
Chad Haffner and the Crew,  
heroes everyone, Thank you!*

## Payroll Winners - \$100

### **April 24, 2014 Draw:**

Sharry Byrd-Wilson - Food & Nutrition  
Jasna Savic - Gatineau 2 North

### **May 8, 2014 Draw:**

Tatiana Geba - Gatineau 1 North  
Kerry Tubman- Manager Resident Care

### **May 22, 2014 Draw:**

Andrea Fabricius - Creative Arts  
Emma Soleta - Ottawa 2 West

**Next draw:** June 5, 2014

## *Between Us Briefly, Vol. 17-5*

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### **Deadline for submission of articles for next BUB is June 16, 2014**

**Editor:** Sylvie Moncion

If friends and family members would like to subscribe for the electronic distribution of the BUB, please send them the following link.

<http://www.eepurl.com/JdKQX>

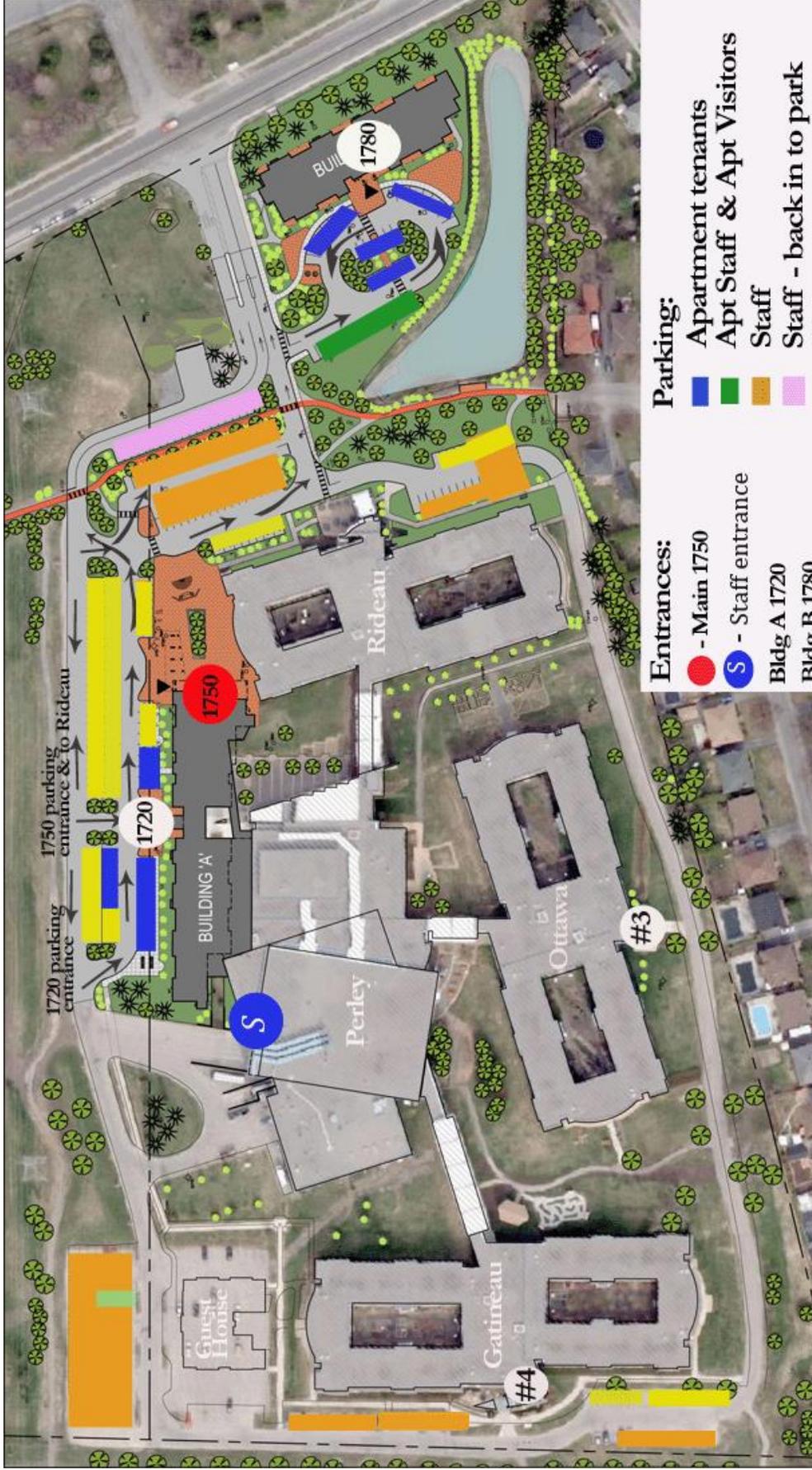
### **Contributors to this issue:**

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*Regular editions of BUBs are typically published monthly, subject to content availability. Articles primarily come from staff and are due mid-month, following which the BUB is issued in the third week of the month or soon thereafter.*

Articles can be emailed to [Smoncion@prvhc](mailto:Smoncion@prvhc).

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# Entrance and Parking Site Plan

May 2014