

The Perley Rideau News

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



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Vol. 20-07



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Pictured from left to right: Dr. Jeff Turnbull (Chief of Staff, The Ottawa Hospital), John Fraser (Ottawa South MPP), Chantale LeClerc (CEO, Champlain LHIN), Hon. Bob Chiarelli (Minister of Infrastructure, Ottawa West-Nepean MPP); Akos Hoffer (CEO, Perley Rideau); Ray Bailey (Chair, Family and Friends Council, Perley Rideau)

Inside:

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- Annual Employee Recognition Day - Pg 19 and More!

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





Andrea Liu

Andrea Liu is a Masters of Health Administration student at the Telfer School of Management (University of Ottawa). She is completing her residency at the Perley Rideau/University of Ottawa Health Services from September to December. She worked for five years as an Occupational Therapist predominately in home care and outpatient rehabilitation. Outside of work, she enjoys baking, hiking and spending time with her toddler aged son.



Perley Rideau's Resident Care Liaison Team Expands

Kathy Ryer will remain at the Perley Rideau as we expand our Resident Care Liaison to three members. Kathy has spent the last year filling the vacancy left when Sarah Tellier went on maternity leave. Sarah Tellier has returned from her maternity leave.

Our Resident Care Liaison's continue to provide ongoing support, counselling, education, and advocacy for our residents, family members and staff. They work to resolve problems related to institutional living and often assist residents, families, Powers of Attorneys, SDMs and Guardians in working through legal, financial, and basic care issues.

Sarah Tellier returns from her maternity leave to her office on R1S at the back of the unit across from the dining room, her extension will remain 2352. Sarah will now focus on R1N, R2N, R1S and R2S.

Kathy Ryer will move to new office space on G1S at the back of the unit across from the dining room, Kathy's extension will be 8033. Kathy will focus on G1S, G2S, G2N, G1N and half of O1E.

Carolyn Young-Steinberg will continue to focus on O1W, O2E, O2W and half of O1E. Carolyn's office is located on O1W across from the dining room, her extension will remain 2353.

Welcome back, Sarah. Congratulations, Kathy!!

Important Upcoming Dates

- **November 11:** Remembrance Day at Perley Rideau
- **November 23:** A visit from the CFL Commissioner and the Grey Cup
- **December 14:** The fourth Town Hall of the year
- **December 20 (2 pm):** Annual Christmas Variety Show



Enrique Soto

Enrique Soto joins the Perley Rideau in the new position of Research Coordinator, a hiring aligned with the Centre's Strategic Plan goal of becoming a Centre of Excellence in frailty-informed care. Through a Fulbright scholarship, Enrique obtained a Master's and Doctorate degree in Sociology from The American University (Washington, D.C.) and has worked in Canada participating in applied health care research since 2004. In his capacity as Research Associate and Manager at the Department of Family Medicine of the University of Ottawa, he collaborated in the I Care for Primary Care Project providing technical advice on research methodology, preparing research protocols, writing articles for publication in scientific journals, and designing data collection instruments. He has also worked in a similar capacity and provided consulting services to the Nursing Best Practice Research Centre (NBPRC), affiliated with the School of Nursing of the University of Ottawa and co-led by the Registered Nurses' Association of Ontario (RNAO). He has experience conducting survey research, evaluating housing programs, coordinating with consultants and supervising research assistants. Since 2015 he has taught the course 'Principles of Sociology' to internationally-trained nurses at Algonquin College. In the last five years Enrique volunteered at the Unitarian Universalist Fellowship of Ottawa as a member of its Board of Directors. He enjoys music, humour (even if his children do not enjoy his), movies, meditating and helping. He is originally from Costa Rica, married and his two children are attending Carleton University.



Sarah Shapiro

Sarah Shapiro joins our Therapeutic Recreation and Creative Arts Programming team as our Creative Arts Instructor – Horticulture. Sarah studied at Algonquin College in the Horticulture program completing her placement at the Perley Rideau alongside Barbara Brown. Sarah continued to volunteer with us upon completing her internship. She moved to B.C. in 2016 to pursue a Horticultural Therapy professional development certificate program. While in B.C. she worked at The Victoria Butterfly Gardens and joined the Canadian Horticultural Therapy Association (CHTA). She is currently a member of the Ottawa Horticulture Society and CHTA. She is excited to incorporate her love of gardening, visual arts, music, yoga, meditation, health, and wellness into her up and coming Perley Rideau programs. Sarah looks forward to meeting and reconnecting with the residents, staff, and volunteers. She will be based in the Rideau office; she will be providing horticultural programming to the Veteran units and support to the staff on the community units to develop horticulture on all units.

Welcome Sarah!

Excerpt of remarks of Akos Hoffer, CEO, to members of the Royal Canadian Legion, October 2, 2017

There's a popular saying that is connected to Abraham Lincoln: Actions speak louder than words.

But, over the past couple of years, you - our friends and supporters from the Royal Canadian Legion -- have managed to adapt that saying just a little bit. All for the good of the Veterans who call Perley Rideau home -- and to the benefit of all Veterans.

For that, I am here today to thank you.

Thank you for your **ACTIONS** – including your generous donations that support the purchase of equipment and a wide variety of events and activities.

And thank you for your **WORDS** --- words of support and advocacy, always promoting the interests of those who serve our country, reminding everyone of the sacred obligation.

Your words and actions have combined to make this year **record-breaking** in terms of Legion support and a **turning point** for Perley Rideau's role as a provider of care for the unique clinical and social needs of Veterans.



On behalf of Zone G5 Council of the Royal Canadian Legion, Ontario Command, I would like to express our sincere gratitude to the Administration and Staff of The Perley and Rideau Veterans' Health Centre, you are truly the centre of EXCELLENCE when it comes to caring for the Veterans of our Country. The Staff continually displays a high level of dedication and compassion when administering care to the Veterans and Residents of the Perley Rideau thus bringing great comfort to the families of the residents in your care. It is comforting for the families to know that our love ones are truly in the hands of professionals. Your dedication in the research and development of a higher level of care is admirable and demonstrates a healthy commitment to the quality of care provided to the residents.

Joel VanSnick
Commander
Zone G5
The Royal Canadian Legion

Agreement Makes SAFE a Reality

By Peter McKinnon, Special to the Perley Rideau



Pictured from left to right: Dr. Jeff Turnbull (Chief of Staff, The Ottawa Hospital), John Fraser (Ottawa South MPP), Chantale LeClerc (CEO, Champlain LHIN), Hon. Bob Chiarelli (Minister of Infrastructure, Ottawa West-Nepean MPP); Akos Hoffer (CEO, Perley Rideau); Ray Bailey (Chair, Family and Friends Council, Perley Rideau)

Perley Rideau will deliver a new level of care to elderly patients recovering from surgery, accidents and short-term illnesses thanks to an innovative, three-way partnership. On October 27, The Ottawa Hospital (TOH) and the Champlain Local Health Integration Network (LHIN) officially announced an agreement with Perley Rideau for a pilot project known as the SAFE (Sub-Acute care for Frail Elderly) Unit. Under SAFE, eligible patients who no longer require hospital care but are not well enough to return home will recover in a special 20-bed unit on the Ottawa 1 West unit at Perley Rideau.

“This is about delivering the right care at the right time in the right place,” said Chantale LeClerc, Chief Executive Officer of the Champlain LHIN. “It’s a beautiful example of thinking outside the box. Patients will come to a safe, secure, restorative unit at Perley Rideau, yet stay connected with the hospital where most of them have been for a week or more. Patients will get the best of both worlds.”

“SAFE is a perfect example of what we should be doing much more of in healthcare,” said Dr. Jeff Turnbull, TOH Chief of Staff. “Partnerships like this one break down the silos between institutions and create innovative solutions that are outside of our usual comfort zones.”

A New and Innovative Level of Care

SAFE addresses a significant problem for the region’s healthcare system. Patients admitted to hospital for acute care (usually due to surgery, accident or severe illness) remain in hospital even after their conditions have stabilized. They no longer require acute care, but are not well enough to return home and the healthcare system has no suitable alternative. At any given time, TOH has approximately 60-70 patients in this situation. And there is no place more expensive to care for a patient than in an acute-care hospital; once fully implemented, SAFE is expected to save the healthcare system approximately \$700,000 per year.

SAFE represents an entirely new level of care – one that takes advantage of the attributes of both Perley Rideau and the close proximity to the General Campus of TOH. Patients in the SAFE unit will take advantage of the Perley Rideau’s many on-site therapists, medical specialists and activities, while TOH will provide clinical and diagnostic support.

“Ontario’s Ministry of Health and Long-Term Care is pleased to invest in this unique and valuable partnership,” said John Fraser, Member of Provincial Parliament for Ottawa South. “SAFE is a locally developed solution that will benefit patients, their families and all Ontarians. By evaluating the pilot project carefully, I’m confident that we will learn valuable lessons that can improve healthcare across the province.”

To accommodate SAFE, Perley Rideau will complete renovations to establish a 20-bed unit and train staff to deliver specialized care. The Champlain LHIN and Ontario’s Ministry of Health and Long-Term Care will invest \$750,000 to help fund the transition.

The news conference announcing the agreement, held at Perley Rideau, featured several elected officials and dignitaries, including Ray Bailey, Chair of Perley Rideau Family and Friends Council. “SAFE will benefit all residents by increasing staff training, and improving access to diagnostics and medical care,” said Mr. Bailey. “I know from personal experience that people in hospital de-condition by about five percent per day. My wife Liz lost her mobility during a hospital stay about 10 years ago.” Liz Bailey, who suffered from Huntington’s disease, lived out her final years at Perley Rideau. “The Perley Rideau was a godsend for us.”

“We’re proud to partner with The Ottawa Hospital and the Champlain LHIN to improve patient outcomes,” said Akos Hoffer, Perley Rideau’s Chief Executive Officer. “SAFE enables Perley Rideau to utilize the untapped capabilities of our staff and our beautiful facility. It also brings us closer to our strategic goal of becoming a Centre of Excellence in frailty-informed care. Perley Rideau is determined to increase its value not only to Veterans, but also to the community, the long-term care sector and the healthcare system.”

SAFE and Sound

Perley Rideau expects to welcome the first SAFE patients in 2018. The partners will monitor costs, patient outcomes and other indicators of the pilot project’s performance.

The Ottawa Hospital, the only acute-care centre in Eastern Ontario, has a total of 1,122 beds spread over three campuses, including one located approximately one kilometre from Perley Rideau. The Champlain LHIN administers healthcare services for approximately 1.3 million residents of eastern Ontario. The LHIN works with and funds approximately 120 health-service providers that offer some 240 health programs in a range of settings, including hospitals, community health centres, and long-term care homes.



“The Perley Rideau is determined to increase its value not only to Veterans, but also to the wider community, the long-term care sector and the region’s healthcare systems.”

Akos Hoffer, CEO.

TOWN HALL SUMMARY

9 Town Halls **13** Hours **3** Shifts

160 Attendees Total **90** Completed Surveys

Plan on attending the December 14th Town Hall
where the survey results and other key topics will be addressed

2017 EMPLOYEE ENGAGEMENT SURVEY

364 Responses

- Our highest response rate ever
- Thank you to everyone who participated
- Stay tuned for a summary of findings in the next newsletter



An Update From Support Services On Projects Currently Underway/In Progress

By Lorie Stuckless NM – Director, Support Services

Property Services:

- Camera upgrades and increased camera surveillance throughout the facility
- Elevator upgrades for all ten elevators located in the Perley Rideau Centre block and all three Residential buildings
- Working with our architects on finalizing the architectural drawings for our SBSU unit on G1N & SAFE unit on O1W
- Waiting for Building City Permits in order to start kitchen construction on R2N
- Renovations to tub and shower rooms on R1S including installation of two new tubs
- Working with an Interior Designer to standardize the colour pallet facility wide
- Parking lot repairs to address immediate safety issues
- Improvements to door security

Housekeeping

- Fall clean up on all residential units- common areas, storage rooms, clean and soiled rooms, tub and shower rooms
- Implementing new infection control caddies

Food and Nutrition:

- Finalizing special desserts for the 2017 Holiday season

Cafeteria:

- Cafeteria interior décor improvements and new products
- Video screens for the Cafeteria: Thanks to a donation from our friends at CHEO, we will soon have two display screens in the cafeteria to keep staff and visitors informed of the week's specials and other important news from the kitchen
- Cafeteria special meal events:
 - Friday, Nov. 24th Fish n Chips supper meal
 - Monday, December 25th, Christmas Day traditional lunch meal

Laundry:

- Changing from reusable yellow gowns to disposable gowns



Robin Tremblay, Perley Rideau's Food Service Supervisor Cafeteria/Catering (left), gratefully accepts two video screens donated by Bernice Wolf, Director of Food and Marketed Services (right), at CHEO.

Nurse Call System Update

By Lorie Stuckless NM – Director, Support Services

We are very happy to report Ascom, our new communication response system including the wireless devices (telephones) is currently up and running on O1E, O1W, O2E, O2W, G1N, G1S, G2N, G2S, R1N and R1S. We have two units remaining to transition over to the new system- R2N and R2S.

The Ascom approach to providing a communication response system for seniors is straightforward and incorporates up to date technology. It enhances residents' dignity, peace of mind and focus is on communication between residents and their caregivers. This reassures residents—and saves time for staff. Caregivers won't need to repeatedly walk to residents, nurse stations or fixed phone as resident alerts and calls go quietly and directly to assigned caregivers' mobile devices. They can ascertain a call's priority while on the go, and if unavailable to respond, can route calls to a colleague.

Our residents will know their requests for help will always be received and acted upon by the right people—at any time of the day, day in, day out. Calls from residents go directly to the right people, such as a dedicated nurse or PSW. No time is lost, staff always know which resident calls they have waiting. Incoming resident calls discreetly appear as informed text messages on the assigned caregiver's wireless device—instead of being announced openly on corridor displays. This protects resident integrity and creates a calmer more domestic atmosphere.

The look and sound of a real home—but with the security and reassurance of a supportive facility.

We would like to thank our Super User trainers for their support over the last two weeks with training all our frontline staff throughout our home. We will continue to work together as a team to provide a safe and secure environment for our residents who call Perley Rideau home.

Sub-Acute for the Frail Elderly Unit (SAFE) Project Update
 Nov 1st - 3rd, 2017

Percentage of Projects Completed (%)

Category	Percentage Completed (%)
Processes	100
Infrastructure	20
Staffing	10
Training	20

Processes	Infrastructure	Staffing	Training
<ul style="list-style-type: none"> Letter sent to all O1W families Resident Movement Plan under development 2/20 beds vacant on O1W south side (future SAFE Unit location) Work underway with TOH and the LHIN to confirm patient population for the SAFE Unit Admissions process for the SAFE Unit is being refined 	<ul style="list-style-type: none"> Renovation requirements have been defined Equipment list under development Timing of renovations will depend on resident transfers from O1W 	<ul style="list-style-type: none"> RN positions have been posted Recruiting events ongoing Final staffing model for SAFE Unit will be confirmed in the coming weeks 	<ul style="list-style-type: none"> Initial education plan drafted, working with physicians from Perley Rideau and TOH Training is anticipated to take place approximately one month prior to unit launch

Key Messages

- Thank you for your patience during this period of transition
- Keep your eyes out for job postings relating to the SAFE Unit
- We'll continue to provide weekly updates on progress

For more information, please contact Rebecca Wilson, SAFE Project Manager (Acting) at Rwilson@prvhc.com or x2225

The Perley and Rideau Veterans' Health Centre
Caring for the Future
 Together, we improve the well-being of the people we serve.

Strategic Plan 2010-2025

Abridged Version of *Whither the Perley Rideau* 2017 Update

The new, abridged version of the updated 15-year Strategic Plan is now available online and throughout the Health Centre. The booklet takes stock of the many achievements over the past 20 years and shares our aspirations to 2025. Thank you to everyone who contributed to sharing our story.

Work is underway in preparation for the Sub-Acute for the Frail Elderly (SAFE) Unit. We commit to provide weekly updates through emails and in a special bulletin. The bulletin will be shared on all Units and available near the sign in sheets. We welcome your feedback for improvements and encourage your questions.

Influenza Campaign Underway

By Tania Paolini, RN BScN

Manager, Infection Prevention and Control – Interim Manager of Resident Care – Ottawa Building

Our annual influenza kicked off on October 25th with a flu clinic in the Cafeteria.

To ensure ease of access for all staff, volunteers and friends across the Perley Rideau the IPAC team has scheduled several clinics over the next few weeks. (See below for clinic schedule)

Getting a flu vaccine is a simple action that can save lives by...

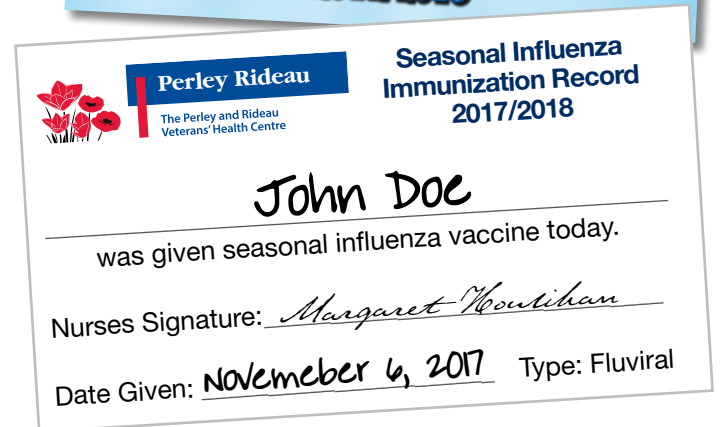
- Protecting you if you are exposed to the virus
- Preventing you from getting very sick
- Helping protect other people because you are less likely to spread the virus to others

In addition to getting the flu vaccine, you can also protect yourself and those around you by...

- Staying away from work if you are sick (public health recommends you stay off work for 5 days from the start of symptoms)
- Washing your hands frequently
- Keep your hands away from your face
- Coughing and sneezing into your sleeve
- Cleaning objects and surfaces that a lot of people touch (i.e. / TV remotes, doorknobs)

If you already had your flu shot, please share this good news by...

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



Flu Clinics 2017		
Date	Time	Location
November 06, 2017	1430 - 1930	In collaboration with Ottawa Public Health – Cafeteria
November 08, 2016	0700 - 2300	Mobile (unit to unit)
November 09, 2016	0700 - 2300	Mobile (unit to unit)
November 13, 2017	1300 - 1900	Cafeteria



Members of the Health Quality Ontario Patient Family and Public Council recently visited the Perley Rideau to learn about long-term care and transitions in long-term care.

Hip Fractures, Frailty and a Person-Centered approach to Treatment

Perley Rideau team presents two posters at the Regional Geriatric Program of Eastern Ontario's Annual General Meeting

On Friday, October 27th, Perley Rideau team members presented two posters at the Regional Geriatric Program of Eastern Ontario's Annual General Meeting. The meeting was attended by approximately 150 delegates from across the health care sector, and provided an opportunity for us to share some of the innovative work underway at the Perley Rideau.

Samantha Hallgren, RN, and Loredana Nita, RN, were joined by family member Colleen LaPlante to present a poster entitled "A person-centered approach to treating hip fractures in long-term care residents with severe and very severe frailty". This poster shared the powerful story of a former Perley Rideau resident who was one of the first to take part in the Palliative and Therapeutic Harmonization (PATH) Program with Dr. Ruth Ellen. The poster highlighted the positive outcomes and lessons learned.

The second poster showcased the work underway to better align our Advanced Directives form with the PATH approach to care. This poster walked through a root cause analysis that identified challenges with the previous process, and led to proposed improvements to the Advanced Directive form.

Both posters were well-received, and several delegates requested follow-up presentations. Thank you to Loredana and Samantha for being wonderful ambassadors of the Perley Rideau and the PATH program. A special thank you also goes out to Colleen LaPlante for her ongoing support as we continue to improve our processes and raise awareness of PATH.



(Left to Right) Loredana Nita, RN, Colleen LaPlante, family advisor, and Samantha Hallgren, RN.

Broda Chair Improves Dental Care

By Muriel Laughton

On August 27, the dental crew celebrated the arrival of their new Broda chair, a transportable dental chair.

The dental clinic often requires a reclining chair with wheels. Those patients who require the lift to move them are transferred to the Broda in their rooms and then wheeled to the clinic. Thank you to the staff who manage to find the time to support this. The system is amazing.

Other Broda chairs posed some problems. A seat didn't tip, a chair back wouldn't fully recline, and there wasn't enough room for staff to fit their legs underneath the chair. For staff, this meant the discomfort of standing and leaning to provide care.

Now we have the Cadillac of Broda chairs. It does all those things the others chairs don't do. The chair is even decorated in camouflage, which our Veterans will appreciate.

Thanks to everyone who helps us by returning to the dental clinic any Broda chairs left in a hallway or on the units.

If you or your family member need to resolve an oral issue, call Amy or Muriel for an appointment.

613-526-7171 ext. 2365



Amy Pitre, Rozina Hussain and Muriel Laughton celebrating the arrival of their new transportable dental chair.



Flower Arrangements

Melissa Colwell, a member of the Therapeutic Recreation and Creative Arts Programming team, enlists a helping hand to create fall-themed table centrepieces for the Annual Employee Recognition Day.

Launch of Couples Lunch

Gatineau building was honoured to host our very first Couples Luncheon. This was for residents who have a loved one living in the Gatineau building and they may live elsewhere in the facility.

On the menu we had homemade chicken noodle soup, lasagna and an apple cake. Georges Couillard said, "The service and the meal were excellent!"

In the New Year we hope to continue this new program.



Halloween 2017



And the winner is....the Price is Right tribute collaboration. Help control the pet population. Have your pets spayed or neutered.! Well done.



Another memorable Halloween for residents, families, volunteers and staff hosted by the Therapeutic Recreation and Creative Arts Programming staff.

Learn. Share. Inspire.

Perley Rideau Hosts Evidenced-Based Educational on Dementia, Delirium and Depression



RNAO
BEST PRACTICE
SPOTLIGHT
ORGANIZATION
CANADA

ORGANISME
VELETTE EN PRATIQUES
EXEMPLAIRES

Lupton Hall was buzzing on Friday, Sept 22, 2017 as 44 attendees from 14 different facilities across the Champlain LHIN prepared for a dynamic day of networking, education and knowledge exchange. On September 22, 2017, the Perley Rideau hosted the event: Knowledge College: Dementia, Delirium and Depression. The day was designed and led by best practice Champions at the Perley Rideau to help support behaviour support teams across long term care homes in the Champlain LHIN using best practices. It was also meant to be an opportunity for Directors of Care, front line staff and best practice champions to share ideas and strategies for improvement. The Perley Rideau is committed to implementing and promoting best practices. The facility is currently in year two of the Best Practice Spotlight Organization (BPSO) program, in partnership with the Registered Nurses Association of Ontario (RNAO), which has already led to notable improvements in resident care outcomes.



Map of Champlain LHIN with coloured dots to represent LTC homes in attendance.



LEARN

The educational event, which included an array of multidisciplinary front line staff and 25 best practice champions, ran parallel to the Champlain LHIN Director of Care Group meeting which also took place on site. In the morning, each group followed their own agendas, but had the opportunity to connect with each other over break times and at the combined afternoon events.

Samantha Hallgren, Psychogeriatric Resource Nurse, and Kelly Donahue, Special Approach PSW, led a dynamic, interactive and, at times, humorous, lesson on understanding dementia, delirium and depression, best practices in documentation of behavioural and psychological symptoms of dementia (BPSD), and how to lead an evidenced-based ABC meeting to determine unmet needs of residents with BPSD. The lesson also included an hour long case study where attendees got to practice the new skills that they learned. This also included a door prize to the first attendee who could name the 8 main symptoms of Dementia (8A's).

Concurrently, the Directors of Care were also engaged in enlightening conversations on the common challenges and successes in LTC, upcoming collaborative opportunities as well as the application process for becoming a BPSO

SHARE

The afternoon festivities included four dynamic guest presentations that provided resources, strategies and support for attendees. Our first guest speaker was Stephanie Kim, Best Practice Coordinator from the RNAO, who spoke about the background and value of RNAO Best Practice Guidelines. She also promoted the benefits of being a best practice champion and discussed the multiple ways to be trained. Our second group of speakers were the Behaviour Support team from Bonnechere Manor, Chantel McDonald and Katie O'Connor. This facility has been recognized for their successes in the behaviour support program and their patient centred approach to dementia care. Nancy Lesuik and her team of bright and enthusiastic behavioural therapists from The Royal Ottawa Hospital were next and shared their role in offering outreach support for challenging BPSD. Lastly, Vice Present of the Champlain LHIN, Cal Martel, joined the event for an informative talk on the visions and goals of the Champlain LHIN, particularly in support of improving care for seniors.



Samantha Hallgren and Kelly Donahue present evidenced-based education on dementia, delirium and depression



Behavioral Support Team from Bonnechere Manor. Katie O'Connor PSW and Chantel McDonald RPN (Missing from Picture)

INSPIRE

With informative lessons and dynamic speakers, it is easy to see why many attendees reported in their evaluations that they felt inspired. Many staff members were eager to return to their place of work and try out the new evidenced-based strategies that they had learned and utilize the resources that were now available to them. Attendees also indicated that they looked forward to re-connecting with their new colleagues after the event. One home even expressed interest in hosting a similar event at their site.

It was evident at this event that a shared passion to improve care for seniors brings people together to create new and innovative ideas. Evidenced-based practice is a vehicle for conversation, empowerment and practice change. It is an exciting time in healthcare and the Perley Rideau looks forward to seeing what new and exciting endeavours are yet to come.



Stephanie Neville, a member of the Therapeutic Recreation and Creative Arts Programming team, has residents laughing during videotaping for a segment to be broadcast on the Perley Rideau Active Seniors website.

Introducing *Active Seniors*, a New Program from Perley Rideau

Launch of *Perley Rideau Active Seniors* to provide online and offline resources to benefit the mind and body

Seniors and caregivers searching for new opportunities to engage their minds and bodies will soon have an easily accessible online



resource and in-person education programs thanks to the generous funding from the Centre for Aging and Brain Health Innovation's (CABHI) SPARK program.

Perley Rideau Active Seniors is a new website that will be supported by in-classroom resources developed under the leadership of the Perley Rideau Therapeutic Recreation and Creative Arts Programming staff and supplemented by a network of professionals. The mission: to educate, entertain and inform individuals on strategies to keep

their minds and bodies active.

The website, Perley Rideau Active Seniors, is not only speaking to seniors, it seeks to engage individuals of all ages and abilities to benefit from the decades' of experience compiled by the trailblazers working in Perley Rideau's recreation and creative arts training programs. From a rejuvenating video presentation of a meditative walk in the woods, to flower arranging for beginners, chair-adaptive yoga, laughter therapy and painting from memory, this interactive multi-media website will feature more than 15 original videos, providing step-by-step instructions and ongoing support to ensure seniors – and others – benefit from safe, effective programs and activities.

The website will launch later this year and additional information can be accessed through www.PerleyRideau.ca.

The Perley Rideau Lifelong Learning Program

As a complement to the Active Seniors website, the Perley Rideau is committed to extending the journey of discovery and personal fulfillment with the launch of Perley Rideau Lifelong Learning. Built on the philosophy that learning has no age limit, these in-person classes and studio sessions are intended to encourage individuals to learn, grow and to connect with others who share common interests. Different from university art classes or lectures, participants will enjoy a welcoming and collaborative learning experience in the Perley Rideau environment without the pressure of grades or exams. Classes will be open to anyone with a passion for learning, including residents of the Perley Rideau, volunteers, tenants, family and all members of the Ottawa community.

Course Selection

Participants can choose from a selection of studio-based and lecture-based courses led by engaging instructors who are experts in their fields. Studio-based courses

provide hands-on learning in the creative arts, including music and visual art. Lecture-based courses explore topics through presentations, discussions, short films and reading materials. Topics will range from Canadian history and culture to science and the humanities. Courses last four to six weeks and are hosted in existing facilities at the Perley Rideau, including the fully-equipped ceramic art and painting studios and spacious meeting rooms. All of the courses will be fee based, with a typical six-week course charging \$150, not including the costs for supplies, if applicable.

Starting Soon!

The first sessions will begin January 2018 with two studio-based and two lecture-based courses to choose from.

Keep an eye out for course descriptions, dates and prices coming in early November. Registration will open soon, with participants invited to register over the phone or by mail. Be sure to secure your spot as soon as possible!

For more information, email info@prvhc.com.



Her Excellency the Right Honourable Julie Payette, Governor General and Commander-in-Chief of Canada and patron of The Royal Canadian Legion, received the symbolic first poppy of the 2017 National Poppy Campaign. In this photo, the Governor General greets Veterans and members of The Perley Rideau's Therapeutic Recreation and Creative Arts Programming team.



Her Excellency the Right Honourable Julie Payette, Governor General and Commander-in-Chief of Canada and patron of The Royal Canadian Legion, received the symbolic first poppy of the 2017 National Poppy Campaign. In this photo, the Governor General greets Veteran John Newell.

Credit: MCpl Vincent Carbonneau, Rideau Hall, OSGG

Roast Dinner



Empty seats were Rare.

Roast was a perfect Medium.

Everyone agreed that the event was Well Done!

Thank you to the 317 residents and guests who attended the annual Perley Rideau Dinner, our biggest special meal to date.

And kudos to staff for all your hard work. Your dedication to our residents is so heartwarming.



The 2017 Perley Rideau Village Fair: A monster game of Jenga, a vintage jeep visit, arts and crafts to mark Canada's 150th, hot dogs prepared by the Knights of Columbus, a selfie booth and more. A perfect day!

Annual Employee Recognition Day, October 2, 2017

During the Annual Employee Recognition Awards in Lupton Hall, we celebrated 116 recipients representing more than 1605 years of service.

Shared values and years of service connect us.

To current and retired employees, thank for your service and commitment.

Bravo Zulu!



Abenojar Quilates, Regie
 Aquino, Mary Ann
 Barnachea, Vilma
 Choey, Chandara
 Concordia-Donaldson,
 Amanda
 De Guzman, Mary Jane
 Diceman, Samantha
 Ekenaka, Stanley O.
 Francis, Jacob
 Guduru, Zeleke Bogale
 Harvey, Manon
 Jackson, Brittany
 Jeanniton, Katia
 Lachapelle, Lolita

Lamoureux, Ursula
 Ley, Jamila
 Lindawan, Ovilla
 Meshesha, Jerusaleme
 Narcisse, Mickaelle
 Nmakwe, Nneka
 Rey, Elsa
 Rey, Eugildo
 Rudio, Marie Angelle
 Saunders, Krystal
 Solis, Glodilyn
 Warren, Wendy
 Whiteside, Carol

Abenoja, Maya
 Addis, Abebe
 Appiah-Boadu, Doris
 Bahreinyzadeh, Mehri
 Emile, Ruth
 Francis, Kameika
 Jenkins, Doris
 Kichukova, Kremena
 Kisembo, Wilson Ronald
 Larocque, Tina
 Lopez, Doris
 Luckman, Jacqueline
 Marcotte, Chanel
 Mattan, Zeinab

Mullins, Scott
 Mutambarungu, Marie-
 Gloriose
 Namugga, Annet
 Ness, William
 Nyiraneza, Barbara
 Rimpel, Michelle
 Sales, Adonis
 Smail, Amanda
 Stella, Emmanuel (Junior)
 Tekwa, Jose Lomingo
 Tesfazghi, Mehret





15
YEARS

- | | |
|------------------------|----------------------------|
| Chery, Magda | Peprah, Esther |
| Cole, Danielle | Peprah, John |
| Cortez, Aysel | Seid, Aminatu Serwaa |
| Gooden, Tracey | Shakoori-Kelachayeh, Badri |
| Halapic, Hajrija | Tabi, Miranda |
| Ishaq, Sauda | Timpson, Curtis T |
| Kham, Sothea | Totangi, Bintu |
| Matabang, Agnes | Walkling, Sara |
| Molano, Virginia | Wilson, Velma |
| Motine, Val | Woldeyes, Hana |
| Netchaeva, Olga | Yrenaya, Magdalena |
| Odetola, Wally-Odewale | |



20
YEARS

- | | |
|------------------|------------------|
| Dumali, Carla | Vidal, Meca |
| Kalugdan, Evelyn | Warren, Jennifer |
| Lacombe, Sabina | |



25
YEARS

- | | |
|------------------|-------------------|
| Desroches, Debra | Henry, Kingsley |
| Doucet, Bertha | Lansbergen, Tracy |
| Evraire, Justine | Soucie, Kim |



30
YEARS

- | | |
|------------------|-----------------|
| Lewin, Darlene | Taylor, Colleen |
| Reynolds, Monica | Thompson, Vic |



35
YEARS

Hood, Cindy

Presentation of Retirement Awards



Thanks To These Recent Retirees

Bogumila Matheson - 26.5 Years, Kathleen Johnson - 16.25 Years,
 Valentin Kungurov - 13.75 Years, Randi Lee Whitmore - 18.75 Years, Gloria Manuel - 13 Years,
 Heather Paquette - 17 Years, Therese Gauthier - 19 Years, Debra McClymont - 28.5 Years,
 Ceciel Dente - 18 Years, Sonia Bombales - 25 Years, Lorraine Douglass - 12 Years, Ross Quane - 7.75 Years.



New Lanyard Honours Perley Rideau's History



A new lanyard was unveiled during the Annual Employee Recognition ceremony adding chevrons and years of service to the design that links to good conduct recognition for the Canadian Navy.



Veterans Honoured by Ottawa M.P.

In April 1917, more than 10,500 Canadians were killed or wounded in the assault on Vimy Ridge. A Canadian soldier named Leslie Miller picked up a few acorns from the battlefield as a souvenir. He mailed them home and planted them on what became known as Vimy Oaks Farm.

Thanks to the Honourable David McGuinty, Member of Parliament for Ottawa South, for donating a sapling from Vimy Oaks Farm in tribute to the Veterans who live at The Perley and Rideau Veterans' Health Centre, and to all Veterans.

"From little acorns do mighty oaks grow."

September 25, 2017



Keith de Bellefeuille Percy, The Perley Rideau Foundation; Hon. David McGuinty, MP, Ottawa South; Ron Buck, Chair, The Perley Rideau Health Centre Board; Mary Boutette, Chief Operating Officer; Jean Cloutier, Councillor.

Dear Perley Rideau Volunteers,

YOUR OPINION MATTERS!

Help us to continue supporting and improving your volunteer experience by completing the
2017 VOLUNTEER OPINION SURVEY!

November 6th - 26th

There are 4 ways to complete the survey.

Choose one! It takes only 10 minutes!

1. At home - using the link we've sent to your email
2. Surveys copies are available in the volunteer lounge and at the Volunteer Resource Centre desk
3. You are welcomed to complete the survey on site with the assistance of our intern, Maria. She is available Monday to Wednesday afternoons (1:00pm to 4:30pm) and all day Thursday (9:30am to 4:30pm)
4. You can also complete the survey using the computer at the Volunteer Resource Centre. It is available all day Friday to Sunday and Monday to Wednesday until 12:30pm

**Complete the survey for a chance to win one of many
PRIZES!**

REMINDER: The survey process is completely
CONFIDENTIAL

Family And Friends Council

Our Fall program kicked off with a well-attended monthly meeting held on Thursday, September 21st. We heard from Lacey Sheng, Perley Rideau's Performance Improvement Consultant, who provided an update on the Perley Rideau's Resident and Family Advisor Program. Lacey's presentation generated much discussion and sharing of perspectives.

Our most recent meeting was held on October 19th with Doris Jenkins, R.N., the Perley Rideau's Director of Nursing Operations, on recent and upcoming changes. Doris reviewed status of key initiatives including the New Nurse Call System, nursing staff update and the new Specialized Behavioural Support Unit (SBSU).

FFC Annual General Meeting – Thursday, November 16, 2017 at 7:00pm

Please reserve this date to attend our AGM which will be held in the Games Room on the 2nd floor of the Perley Rideau Campus. We will be presenting our 2016-17 Annual Report and Strategic Plan. At the meeting, we will be nominating a new slate of FFC Executives.

Our guest presenter will be Lieutenant-General (Retired) Michael K. Jeffery, C.M.M., C.D., former Chair of the Perley Rideau Board and leader in the development of the Perley Rideau's Strategic Plan. General Jeffery's presentation "**The Perley Rideau's Strategic Direction – Serving the Communities Evolving Needs**" will review the evolution of the original 15-year strategic plan that was established in 2010 and provide an overview of the developments leading to the recently revised Strategic Plan.

The Mission of the Family and Friends Council:

The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff. Participation is open to family of residents, former residents of the Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. There is no membership fee. Current members of the Executive Committee have accumulated a combined total of over 66 person years' experience in the Long Term Care Health system. As well as their involvement with Perley Rideau, some members have knowledge of other Ontario long term care homes. We hope this experience and broad range of perspectives may serve as sources of information, assistance and support to all members of our long term care home community.

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

Please help us 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

Ray Bailey by telephone

[613 741 0282] or by e-mail at:

familycouncil.prvhc@gmail.com



Research with a Heart

Research seamlessly aligns with core values of compassion, respect, integrity and excellence

By Enrique Soto – Research Coordinator



Have you ever gone to a webpage and suddenly see a pop-up window appear on your screen asking you your opinion on the quality of the website? Or perhaps you have been called to participate in a survey? Well, if you have been in those situations, then you have been exposed to ‘research’,

albeit briefly. But that is just the tip of the iceberg. There are multiple types of research –market research, social research, applied research, basic (pure) research, and much more, and as many different ways to do it.

Why all this talk about research, you may be wondering. After all, we are here to care for elderly people, not for taking care of researchers! Our strategic plan has as one of its goals for us to be recognized as a Centre of Excellence in frailty-informed care. One of the key activities for achieving that goal is to engage in applied research. At Perley Rideau we want to provide the best care possible and by conducting research here we can improve the quality of the care we offer. I’m sure you are familiar with the saying “Knowledge is power”. If we can produce knowledge on issues that affect the quality of life of our seniors, on how care is provided and on new, better ways of providing care, we will have the knowledge and the power to provide cutting edge, excellent care for the frail elderly.

All these ideas can be appealing and justified, but could also sound a bit abstract. How would this business about research look in real life? I’ll try to address to some extent this question with an example from a real life experience at ‘The Perley Rideau’. I joined this organization as a research coordinator very recently to support ongoing research activities. During my first days I was introduced to many of the staff in the organization.

I asked them how, in their view, could research be of help to them, what would they want from it? One of our staff members replied by asking me “could you help me find a way to make our rounding sound natural? PSWs and residents get frustrated sometimes”. Despite my health research experience the only rounding I was familiar with was that of decimals and could picture in my mind a personal support worker (PSW) and a senior arguing over whether to round up or down a three digit decimal figure, thinking probably that was not what my co-worker was referring to when she explained that the Perley Rideau has adopted Comfort Care Rounding (CCR) as a standard of practice. This involves PSWs visiting their residents hourly to proactively meet the resident’s needs, by implementing eight behaviours designed to address resident and patient safety, comfort and communication issues impacting care quality. However, PSWs felt the steps they had to follow to meet CCR guidelines were somewhat restrictive. Even though the guideline is that PSWs should be integrating the behaviours into the way they do their work, at least in some cases this may not be easy to do all the time.

Bring research in: With the resource at hand, what I did to deal with the request was to conduct a brief literature review. Although I did not find the exact answer I was looking for I did find useful suggestions to deal with some of care rounding perceived limitations. While what I did is part of research, it is only a small part of what research could do. If you allow me, let’s dream together for a second of a Perley Rideau ten years into the future, already a fully funded, operational Centre of Excellence in frailty informed care, buzzing with activity and excitement. Under those circumstances, we could identify a partner with expertise and interest in comfort care rounding who would be willing to turn my co-worker’s request into a research project. While Perley Rideau already did a vast amount of work for

implementing CCR, including a thorough literature review, creation of a long-term-care-tailored CCR intervention, testing it, developed CCR training tools, and much more, the new research would represent 'another turn of the screw'. The research could improve on what has already been done by zeroing in on the perceived limitation noted above, with an updated literature review, identification of new modifications in care rounding, and designing a modified intervention which would be tested by using an experimental research design comparing it to the previous CCR implementation protocol.

By now I hope you get the point: research is a good investment that can go a long way not just in improving care now, but in continually addressing changes and challenges in care for the benefit of our residents. Equally important for me is my belief that research

seamlessly aligns with our core values of compassion, respect, integrity and excellence. When we think about research we think about science, and when we think about science we tend to perceive research as objective, neutral, and value-free. In some circles that is sacred. There are good reasons for that. However, I also know that research is embedded in values, whether we like it or not, from the moment it is conducted by human beings. And that it is not necessarily bad. I like to believe that research can have a compassionate heart, like the heart of all the staff and volunteers at the Perley Rideau. So, if you are still reading this article, I hope now you embrace research as an important and relevant activity at The Perley Rideau. If not, that's fine. I will keep trying to convince you.

HOLIDAY PHOTO DAYS IN GATINEAU

G2N - Thurs. Nov 9 - 10am

G1N - Wed. Nov 15 - 1:30pm

G2S - Wed. Nov 22 - 1:30pm

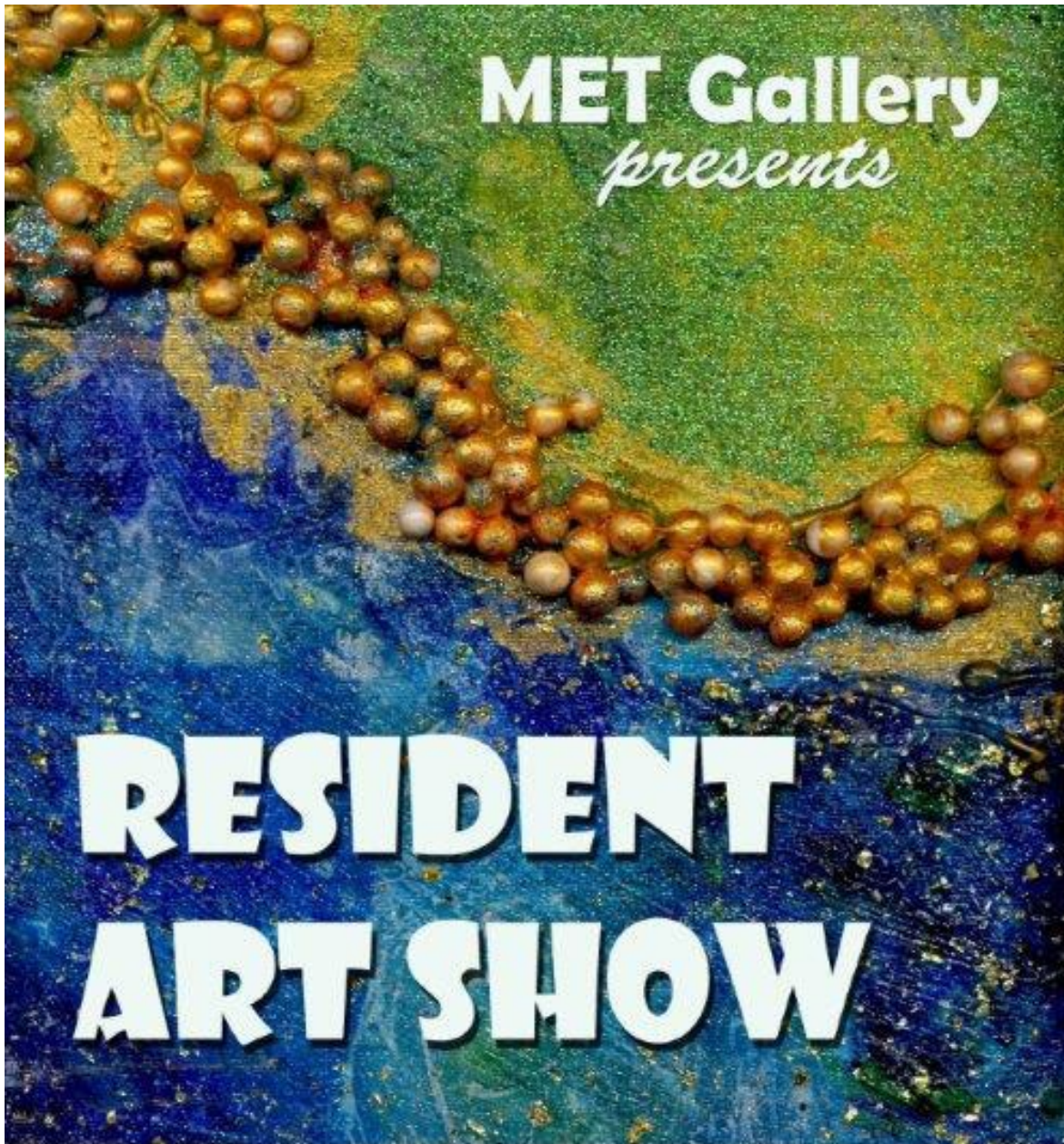
G1S - Thurs. Nov 30 - 10am

Photos will take place on units

Festive Sweaters Welcome!



Thank you to the more than 25 youth volunteers who supported Perley Rideau residents and staff throughout the summer. Congratulations to Brenda Tobmé, the Summer Youth Volunteer Award recipient.



*Come and see what we've been up to
in the studios and beyond*

MET Gallery
October 25th, 2017 - January 17th, 2018
2nd Floor PRVHC

Join us October 25th at 2pm for the Opening Reception



Artist Cynthia O'Brien Wins Prestigious Award

Established by family and friends in memory of Toronto potter Helen Copeland, this award recognizes excellence in ceramics. In reflection of Helen's exceptional contributions to the community through her work as an organizer, preference was given to those candidates who demonstrate a high level of involvement in the crafts community. This year's award honours Cynthia O'Brien of Ottawa.

O'Brien is a professional clay artist who believes when working with clay that there is a conversation between herself and the material that has led to a lasting relationship. She has also been teaching part time at The Perley and Rideau Veterans' Health Centre for 12 years. In this line of work O'Brien engages in conversations that generate relationships that connect in the "here and now" that are unique and an honour, a balm to the larger world's problems. She engages with students, in a studio environment using clay and other media to open unexplored creative pathways through the physicality of craft. In both her personal practice and helping others O'Brien has gained a respect for the "mistakes" that can inspire a body of work. She has a high regard for mark making and form squishing that an inexperienced person can make, to influence change in approach and aid collaborative work.

Congratulations, Cynthia



The Royal Canadian Legion Br. 638–Kanata members presented a cheque for \$3,000.00 to the Foundation. This generous donation will be used to purchase furniture for the links between the homes and the services and shops in the Health Centre, allowing Veterans to sit safely. Thank you to all Royal Canadian Legion Branch 638 Kanata members! L to R: Lorie Stuckless, Director, Perley Rideau Support Services; Pilot Officer (Ret'd) Gilbert 'Gib' McElroy, Perley Rideau Veterans' Council President; Delphine Haslé, Development Officer, Perley Rideau Foundation; Doug Rowland, Poppy Trust Fund Chair, RCL Br. 638–Kanata; Lorraine Lapensée, President, RCL Br. 638–Kanata; Moira Green, Poppy Campaign Chair, RCL Br. 638–Kanata; Doug Brousseau, Chair, Perley Rideau Foundation; Daniel Clapin, Executive Director, Perley Rideau Foundation.



The Foundation had the opportunity to thank Royal Canadian Legion Br. 462–Eastview members for their recent donation \$10,000.00. This gift will be used to purchase and install a new tub on a Veteran unit. The therapeutic height adjustable bath system will transform one of the most challenging aspects of nursing into a safe and enjoyable experience for both resident and caregiver. Thank you to all Royal Canadian Legion Br. 462–Eastview members!

L to R: Daniel Clapin, Executive Director, Perley Rideau Foundation; Delphine Haslé, Development Officer, Perley Rideau Foundation; Bill Redmond, Perley Rideau & Hospital Visiting / Perley Rideau Activities; Richard Campbell, Poppy Chair, RCL Br. 462–Eastview; Tom Lavergne, President, RCL Br. 462–Eastview; Doug Brousseau, Chair, Perley Rideau Foundation; Pilot Officer (Ret'd) Gilbert 'Gib' McElroy, Perley Rideau Veterans' Council President; Lorie Stuckless, Director, Perley Rideau Support Services.

Foundation



Thank you to all Legion members who attended the Perley Rideau Foundation's annual Royal Canadian Legion Information Session on October 2nd. This session is an opportunity for Legion members to see the impact of their giving, firsthand. Attendees have the chance to go on a tour of the Perley Rideau as well as to examine equipment that was purchased through Legion donations in the past year, and get an early look at equipment that will be needed in the coming year. Remarks from Perley Rideau CEO Akos Hoffer, Foundation Chair Doug Brousseau, and Foundation Executive Director Daniel Clapin all recognized the importance of Legion giving to the Perley Rideau Foundation. On behalf of the 250 Veterans who call the Perley Rideau home, thank you for your support!



On Sept 29, over 100 people learned about Estate administration and taxation at the 'Understanding My Will and Estate Plan' seminar, held in Lupton Hall. Every year the Perley Rideau Foundation works with several other local charities to host this important and informative event. Thank you to all speakers and attendees for your participation!



The Foundation once again partnered with Nygard Style Direct and Kathy Watson-Leblanc to host the 2nd Benefit Fashion Show in the cafeteria on October 15th. The Fashion Show was an opportunity for attendees to view and purchase clothing from Nygard as well as from 30 other vendors with specialization in clothing, women's accessories, food, and seniors' services. All proceeds from the Fashion Show will go to support the Therapeutic Recreation and Creative Arts Program. Even the mayor stopped by! Thank you to all who attended for your support. L to R: Daniel Clapin, Executive Director, Perley Rideau Foundation; His Worship Jim Watson; Delphine Haslé, Development Officer, Foundation; Kathy Watson-Leblanc.



Thanks to the generosity and support of donors, the Foundation was pleased to disburse over \$137,711.60 to the Health Centre in September 2017. Thank you to all for helping ensure that excellent resident care, comfort, and services are always available to the men and women who call the Perley Rideau home! L to R: V-Adm (Ret'd) Ron Buck, Chair, Health Centre; Doug Brousseau, Chair, Foundation; Akos Hoffer, CEO, Health Centre.



Mrs. Helen Screaton and her son-in-law honoured her late husband Brig.-Gen Robert Screaton by placing a Gold Leaf on the Tree of Life. Thank you for your life-giving donation!



A highlight of the summer was the visit of officers and crew from HMCS Ottawa, during an afternoon tea held with resident Navy Veterans, the group presented a cheque for \$15,480.54 to the Foundation. The ship adopted the Foundation as its official charity and staged a number of fundraising events during the year, including a bike-athon: 90 participants took turns riding stationary bikes in the Ottawa's flight hangar for a 12-hour period on May 20. The event enabled the ship to participate in the inaugural Navy Bike Ride, a charity event held in the National Capital Region. The event also featured a mother-and-son reunion: Michel Cotton serves as a cook aboard HMCS Ottawa, while his mother, Brenda Summers, is a nurse at the Perley Rideau. Thank you HMCS crew members for your hard work and for your service to our country!





17th Annual Perley Rideau Night at the Races

Thursday, May 10, 2018

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

Rideau Carleton Raceway and Slots

\$60 includes reserved dinner seating, live race program, \$2 betting voucher, \$10 slot token, and \$20 income tax receipt.

Silent auction and great raffle prizes to win!



SAVE THE DATE!



More info to come soon...

Christmas Tree Sale



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

1877 Innes Road (between Cyrville and Blair)
3798 Bank Street (between Lester and Conroy).
Prices start at \$45





**2017 Perley Rideau Foundation
Christmas Cards**

Available soon in the Gift Shop

**Suggested donation of \$10.00/package
(10 cards)**

All proceeds go to support the Foundation

**Featuring the artwork of
Mr. Charlie Beddoe — read about his story
in the latest edition of the *Between Us*
magazine!**

Proud to Do Her Part

“It’s payback time.” That’s the explanation Louise Estwick gives when asked why she chose to donate to the Perley Rideau Foundation in her will. Louise and her late husband Sam Estwick both devoted much of their lives to community service. “We always felt that we should do our part,” she says simply.

Born Elizabeth Louise Wilson in Edmonton in 1928, Louise had a noteworthy career as a dietician. After earning a BSc. at the University of Alberta, she went on to work and study at a series of hospitals in Canada and the United States, and became a registered dietician at Hamilton General Hospital. Louise later worked at a Massachusetts camp established by Dr. Elliott Joslin, who pioneered the effective management of diabetes through diet. Today, the camp is part of the internationally acclaimed Joslin Diabetes Center.

In 1955, Louise joined the Royal Canadian Air Force as a Food Services Officer. She soon met and fell in love with Sam Estwick, a Barbadian who came to Canada as a child and later served in the Second World War. In 1941, Sam had been one of the first black men accepted into the RCAF; he rose to the rank of Flight Lieutenant. When the two announced plans to marry in 1957, it created a bit of an uproar, according to Louise.

“Everyone in my family eventually got over it,” she recalls. “But we were careful where we travelled together, especially in the United States.”

After Sam retired in 1963, the couple settled in the new Ottawa development of Rothwell Heights. They raised two children – Eric and Leslie, a national-level track-and-field athlete. While the children were young, Louise worked part time as a dietician at a number of area hospitals, including the Perley, one of the institutions later amalgamated into the Perley and Rideau Veterans’ Health Centre. Sam put his avionics background to good use as a consultant, writing technical

manuals for Ottawa’s thriving IT sector.

“Rothwell Heights is a great place to raise kids,” says Louise, “schools, parks and a pool are all nearby, and it doesn’t feel like you’re in a city.”

Louise and Sam were faithful volunteers. Sam joined the East-Ottawa Lions Service club in the early 1970s, became the driving force behind the creation of the Ottawa Lions Track and Field Club, and served as its President for many years. Louise volunteered with the Girl Guides and, after she retired, at the Perley Rideau. She served on the Board of the Gloucester Senior Adults Centre until she saw the poor quality of the lunches it offered – she then took control of the menu.

“We were closely involved in our children’s activities, which wasn’t as common in those days,” recalls Louise. “I couldn’t tell you how many track-and-field meets we organized or drove to, when Leslie’s athletic career began to take off.”

The children learned the importance of volunteerism; Leslie, a computer analyst, now volunteers as a coach and organizer with the Canadian Athletic Council, while Eric, an engineer, volunteers for a National Research Council program for underprivileged youth.

In his 80s, Sam developed kidney disease, but continued to volunteer. He later suffered a stroke and ended up at the Perley and Rideau Veterans’ Health Centre.

“He had wonderful care at the Perley,” recalls Louise. “The staff and volunteers always made us feel at home and clearly believe in what they do.”

Sam passed away in 2008 and a celebration of his life was held in the Perley Rideau’s Lupton Hall. After Sam passed, Louise updated her will to include donations to a number of charities.

“I revisit my will about every three years,” Louise says, “because circumstance change. We want to help our



The Estwick family on Eric’s wedding day in 1989.

grandchildren through university, for instance, but we also want to support the charities that we believe in. We’ve donated to the Perley Rideau Foundation for many years and it feels good to support their mission.”

The Perley and Rideau Veterans’ Health Centre is home to 450 residents, including 250 Canadian Veterans, most of whom served in either the Second World War or the Korean War. The Government of Canada provides additional funding for the care of Veterans, but donations to the Perley Rideau Foundation improve their quality of life in direct and significant ways. Veterans Affairs Canada recently agreed to fund a unique unit for the next generation of Veterans at the Perley Rideau.

We appreciate your support in making a bequest in your will and/or making a donation

Please contact Daniel Clapin
The Perley and Rideau, Veterans’
Health Centre Foundation
1750 Russell Road, Ottawa ON
K1G 5Z6

Email: dclapin@prvhc.com
Internet: www.perleyrideau.ca
613-526-7173

Like Father, Like Sons

As a teenager, Bill Cooper, wanted to join his two older brothers in Europe and fight the Nazis. But his father – twice wounded during World War I – wouldn't allow Bill to enlist before his 18th birthday. By the time he enlisted and trained for the Signal Corps, however, the war had ended. Fortunately, his brothers survived the war and the family of 10 gathered for a memorable reunion.

“My dad, George Cooper, was buried alive when a massive shell exploded near his trench,” says Bill, now a resident of the Perley and Rideau Veterans' Health Centre. “They dug him out and he eventually woke up from a coma in England, where he spent months in recovery. He had to learn to read and write again, and for the rest of his life suffered from what they now call post-traumatic stress disorder.”

Bill Cooper and his brothers honoured their father's war service by enlisting. As we commemorate the 100th anniversary of World War I and the Battle of Vimy Ridge, you can honour Canada's Veterans by supporting the Perley Rideau Foundation.



Bill Cooper in his room at Perley Rideau.

The Perley and Rideau Veterans' Health Centre is home to 450 residents, including 250 Canadian Veterans, most of whom served in either the Second World War or the Korean War. The Government of Canada provides



George Cooper in uniform during WWI

additional funding for the care of Veterans, but donations to the Perley Rideau Foundation improve their quality of life in direct and significant ways. Veterans Affairs Canada recently agreed to fund a unique unit for the next generation of Veterans at the Perley Rideau.



The
**Dementia
Society**
Ottawa and Renfrew County

DEMENTIA BASICS

Course dates and times:

October 25, 2017 6 p.m. – 8 p.m.	The Science of Dementia Part 1
November 1, 2017 6 p.m. – 8 p.m.	The Science of Dementia Part 2
November 8, 2017 6 p.m. – 8 p.m.	The Science of Dementia Part 3
November 15, 2017 6 p.m. – 8 p.m.	Management of Symptoms and Behaviours Part 1
November 22, 2017 6 p.m. – 8 p.m.	Management of Symptoms and Behaviours Part 2
November 29, 2017 6 p.m. – 8 p.m.	The Dementia Caregiving Challenge

WHERE

Perley and Rideau Veterans' Health Centre
Games room, 2nd floor
1750 Russell Rd, Ottawa, ON K1G 5Z6

REGISTRATION

FREE

Workbook (hardcopy available upon request at cost of \$10)

Parking: \$7/session

dementiahelp.ca

(613) 523-4004

WHAT IS THE PROGRAM?

A six- part public education program intended to provide a primer on Alzheimer and other dementias. Recommended for friends, family, and informal or formal caregivers of people with dementia as well as individuals with a diagnosis of dementia, students or other interested people.

HOW DOES IT WORK?

The Dementia Basics program consists of six 2 –hour lectures.

A Certificate of Completion will be provided to anyone who attends all six classes.



Paddy Bowen, CEO of The Dementia Society of Ottawa and Renfrew County (formerly Alzheimer Society), in front of the new temporary office sign at its office in Perley Centre)

***You Are Invited ...
A milestone celebration in our 35 year journey***



Please join us for the **"Launch reception of The Dementia Society"** on **Tuesday, November 7, 2017**, Lupton Hall, Perley and Rideau Veterans' Health Centre, 1750 Russell Road, from 4.30 p.m. – 6.30 p.m. (refreshments & free parking provided).

Come celebrate this wonderful milestone in our 35 year journey supporting those impacted by dementia in Ottawa and Renfrew County. Register by October 30 to www.dementiahelp.ca/register. Info: info@dsorc.org or 613-523-4004.

File Claims Electronically

Did you know that you can submit your claims to Coughlin & Associates electronically?

If you haven't already registered then delay no further!

Register today to take advantage of their online self-service tools. It's fast and easy to use. Once you have registered you can submit your claims, view your claims history, make reference to the Benefits Booklet and much more. You can also enjoy the convenience of having your claim reimbursements deposited directly to your bank account.

To register please contact Coughlin & Associates by email at portal@coughlin.ca and they will be pleased to provide you with your registration information. Simply provide them with your employee ID number along with our plan number which is 24011.

Paypool Winners: \$100 each

August 10

- Jessica D.: Food & Nutrition
- Jose M.: Plant Services

August 24

- Vicki I.: Gatineau 2 South
- Abeda S.: Food & Nutrition

September 7

- Jessica D.: Food & Nutrition (yes she won again)
- Cynthia N.: Creative Arts

September 21

- Windelino A.: Laundry
- Robyn O.: Recreation

October 5

- Mehri B. – Laundry
- Robin T. – Food & Nutrition

October 19

- Marie Joy A.: Ottawa 1 West
- Marie M.: Rideau 1 North

November 2

- Jose C.: Gatineau 1 South
- Sulaiman R.: Gatineau 1 North

Next Draw Will Be November 16th, 2017

Vol. 20-07

Newsletter credits

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

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

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

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

Want to stay in touch with Perley Rideau?

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



Perley Rideau



Perley Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation