

April 2017 Edition

# 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. 20-03



## Our Tradition Of Caring For The Unique Cultural And Clinical Needs Of Veterans Will Continue

### Inside:

- Everyone gets in the spirit for St. Patrick's Day, Page 7
- Q & A with CEO Akos Hoffer on PATH, Page 17
- Update from the Responsive Behaviours QI Team, Page 19
- And more

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





Gertrude Létourneau “Trudy”, The Perley and Rideau Veterans’ Health Centre musician, has been participating in the singing competition “Ma Première Place des Arts” in Montreal for the second time this year. Last year she made it to the quarter-finals which were broadcast on MATV in Quebec. This year, after singing in the semi-finals on March 28th, she has been selected to be one of the three finalists. The Grande Finale will be held on May 2nd at La Place des Arts in Montreal. “Ma Première Place des Arts” is organized by the Société pour l’avancement de la chanson d’expression française (SACEF). Trudy will be singing two French songs on May 2nd, Ta tempête by Sarah Toussaint-Léveillé and L’amour aux temps du cancer by Philippe Brach. View this year’s quarterfinals and finals later on this spring on the Internet.

See Trudy performing live with Garry Elliott, guitarist and Guy Edrington French hornist on Saturday April 22 at the Gigspace in Ottawa. <http://gigspaceottawa.com/de-piaf-a-brach/>

“When I went on stage, I imagined myself being in front of the residents on Rideau 1 South like I do every Thursday afternoon,” says Trudy.

“I saw their faces, and then I felt at home, ready to sing. Thank you to the residents for their inspiration and thank you to everyone for your support and kind words.”

- For more details about the competition, go to: [www.mppda.ca](http://www.mppda.ca)
- View her performance from last year by following this link: <https://www.youtube.com/watch?v=uitLjhWY07k>
- Watch her February 7 performance at La Place des Arts: [http://players.brightcove.net/167697093001/HyIhR5iyg\\_default/index.html?videoId=5355590198001](http://players.brightcove.net/167697093001/HyIhR5iyg_default/index.html?videoId=5355590198001)

## 119th Annual Meeting

The 119<sup>th</sup> Annual Meeting of The Perley and Rideau Veteran’s Health Centre Corporation is scheduled for Thursday, June 1, 2017 at 2:00 p.m. in Lupton Hall. Residents, tenants, families and friends, staff and volunteers are cordially invited to attend.

## Seeking All Artists

Hello everyone,

This year for Nursing Week 2017 (May 8th – 12th) we will be hosting a **staff art show** in the **MET gallery, second floor of the Perley Rideau Centre!** We will be displaying all sorts of artistic talent produced by our very own Perley Rideau staff. We are seeking individuals that would like to have a piece (or more) of their artwork displayed in this art show. **All staff are welcome** to make contributions and **any type of art is accepted**. Some examples are: paintings, drawings, knitting, jewelry making, woodworking, clay, photography etc.

**If you made it, we would like to display it!**

Submissions are now being accepted! Deadline for submission is Wednesday, May 3rd

There will be an opportunity to sell your creations if you wish, we will discuss upon submission.

*For submission and/or general inquiries please contact:*

Neda Golfam - RAI RPN: [ngolfam@prvhc.com](mailto:ngolfam@prvhc.com)

Daniela Acosta – RN: [dacosta@prvhc.com](mailto:dacosta@prvhc.com)

Megan Stewart – Recreation: [mstewart@prvhc.com](mailto:mstewart@prvhc.com)

Katy Lee – RPN: [klee@prvhc.com](mailto:klee@prvhc.com)

**#PRVHCnursingweek**

# Perley Rideau Welcomes a New Era of Veterans



On March 27th Veterans Affairs Canada announced the creation of a 25-bed program at Perley Rideau to provide long-term beds for Veterans who were not

previously covered for long-term care.

As many of you know, we have advocated for this change for a long time to address the natural decline in War Service Overseas Veterans who now call Perley Rideau home.

This specialized unit -- as designated by the province -- emerges from a partnership between the Ontario Ministry of Health and Long Term Care, the Champlain Local Health Integration Network, Veterans Affairs Canada and The Perley and Rideau Veterans' Health Centre. Thanks goes out to our partners and stakeholders, including the Royal Canadian Legion and the Perley Rideau Foundation, for promoting the expansion of long-term care to more of Canada's Veterans.

This unique designation was earned as a result of decades of outstanding care and the creation of a stimulating social environment provided by the entire Perley Rideau Community. It is a privilege to serve our Veterans and you show it in your actions each day.

To qualify for this new unit, the definition of "Veteran" has been greatly expanded and covers more of the Veterans who served in the Second World War and Korean War along with Veterans who wore the uniform after the Korean War.

War Service Overseas Veterans will not be bumped in this process. This unit will have its own distinct waiting list that will be managed by CCAC.

This is terrific news for Canada's Veterans and a success for all parties involved and we plan to formally thank everyone later this year.

I am proud to say that some of these new Veterans have already moved into the Perley Rideau including one Veteran who was a long-serving volunteer and served as the chair of the Perley Rideau Foundation.

I want to let everyone know that this good news doesn't mean we will be taking a step back to the days when the 250 Veterans were young and the average stay was measured in years. This news only reinforces our commitment to make the necessary changes so that Perley Rideau is seen as an innovative care provider to seniors and Veterans in the Ottawa region and that we are indispensable to the health system.

I thank everyone for their support and patience during these times of change and I look forward to formally celebrating this new unit at an event later this spring.

For those looking for more information, please visit the Perley Rideau website ([PerleyRideau.ca](http://PerleyRideau.ca)) and check out the new web page for Veterans and their families.

Have a great day,

Akos Hoffer, *CEO, The Perley and Rideau Veterans' Health Centre*

For those viewing the online version of this newsletter, click to follow recent media coverage:

**March 27, 2017:**  
VAC redefines "Veteran" for health care purposes

<http://defence.frontline.online/in-the-news/6713/vac-redefines-veteran-health-care-purposes>

**March 27, 2017:**  
More military veterans granted access to Perley Rideau

<http://www.ottawacommunitynews.com/news-story/7211389-more-military-veterans-granted-access-to-perley-rideau/>

**March 27, 2017:**  
New generation of vets more welcome at Veterans' Health Centres

<http://www.cbc.ca/beta/news/canada/ottawa/perley-rideau-modern-veterans-1.4040703>

**Listen to the radio story**

<http://www.cbc.ca/beta/news/canada/ottawa/perley-rideau-modern-veterans-1.4040703>



Hi Bernadette,

I have done many years of volunteer work in Montreal in a variety of long term residences and experienced firsthand the challenges faced by both staff and residents. This is my reference which has helped form my opinion about the Perley Rideau.

During the approximately 10 years my mother and sister Donna have been residing at the Perley Rideau, I always, always thanked their lucky stars that they found a such a safe haven.

Last Saturday, I had an appointment with Brian McGill, the volunteer from the CRA to fill out income tax returns for my mother and sister. His patience and expertise were yet again shown as he navigated through the pile of receipts and forms.

It was at that moment that I had yet another confirmation of what a wonderful establishment the Perley Rideau is. I'm not referring to just the bricks and mortar; which by itself is superior to anything else I have come across. Rather, it's the people who are associated with the Perley Rideau that make it comparable to none. Over the decade of visits and interactions, every person has shown a level of competence and compassion that is incredible.

-it starts when one walks through the front door with meeting the Commissionaire, next the care and professional medical staff on the floor who provide the 24-hour care, the support people of every rank who work silently behind the scene -finance, social workers, therapists, pharmacists, cafeteria team and of course the many volunteers. I can't name everyone, there are just too many.

If I had to sum up in one word what the Perley Rideau represents to me, it would be - love.

Barry Thompson

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I would like to express my sincerest thanks for the very fine care that my husband, James (Jim), received during his stay at the Perley Rideau and at the time of his passing.

All the staff were exceptional in their compassionate care. Among those who took care of him, I would like to mention Cornelia, Marie, Debbie, Bryanna,, Virginia, Don, Rosie, Esther and Mehret. They were concerned for his comfort at all times – and indeed to mine.

Please convey to them my deepest appreciation.

Sincerely,

Edith A.

# The Ethics of Living at Risk

By Joshua T. Landry M.Sc., CCE, Ph.D.(c)

Regional Ethicist • The Champlain Centre for Health Care Ethics



Several newsletter issues ago I provided a case review of a hypothetical, but very possible, scenario:

*Mrs. Jones is a 93-year-old resident of the Perley Rideau who once traveled the world as a culinary expert, sharing her love of food with many. She now has end-stage Alzheimer's. In the last year it has worsened to the point that she is no longer capable of making her own medical decisions, and she has begun to experience difficulty swallowing solid foods. Three months ago a daughter of Mrs. Jones, her Power of Attorney, consented to have her mother be provided a pureed diet in order to reduce the risk of choking. At present time, however, this daughter believes that the pureed diet is affecting the quality of her mother's life (even though Mrs. Jones has not expressed this herself). After being completely informed of the risks and benefits, she requests that her mother be given solid foods. The staff feel uncomfortable with the daughter's request due to the real possibility that Mrs. Jones will choke on solid foods, and are unsure of what to do.*

The main question to be addressed in this case was whether a resident has the right, or someone on their behalf has the right to allow that resident, to live at risk.

The first question to address is whether a resident has the right to 'live at risk' – that is, the right to make decisions regarding their health and well-being that increase their risk of harm. The answer to this? It depends. Whether a resident has the right to live at risk depends in part on whether they have decision-making capacity (competence) for the specific decision they are making. Do they understand the risks and benefits of the decision? Are they able to appreciate the consequences of making the decision? Additionally, whether staff have legitimate authority to impede a decision to live at risk will depend on its relevance to their role as health care providers, in the context of the Perley Rideau as the home and care setting to the resident.

Generally speaking, if a resident is capable (competent) to make a decision that puts them at greater risk, they ought to be permitted to make that decision. Respect for resident autonomy may typically be upheld unless it conflicts with the expression of another person's autonomy. For example, if someone would be harmed because of the decision a resident was going to make, we may be justified in preventing the resident from making that decision.

Whether a substitute decision-maker (SDM) or Power of Attorney (POA) may make a decision for an incapable resident to live at risk involves more exploration. Specifically, the ethics is supplemented by the law to not only tell us what we should do, but what we must do. A piece of legislation called the Health Care Consent Act (in Ontario) outlines rules for an SDM/POA when they are making a decision on behalf of a loved one, and these rules can help us to understand how decisions need to be made when they will put a resident at risk.

**Section 21 (1) of the Health Care Consent Act tells us that:**

A person who gives or refuses consent to a treatment on an incapable person's behalf shall do so in accordance with the following principles:

- 1) If the person knows of a wish applicable to the circumstances that the incapable person expressed while capable...the person shall give or refuse consent in accordance with the wish.
- 2) If the person does not know of a wish applicable to the circumstances that the incapable person expressed while capable...or if it is impossible to comply with the wish, the person shall act in the incapable person's best interests. (Including considering the resident's values and beliefs, and harms and benefits of the proposed intervention)

In other words, when an SDM/POA makes a decision for a resident, they must do so based on that resident's



previously expressed wishes. If these are not applicable or do not exist, the decision must be made in the best interests of the resident.

What does this mean for decisions to live at risk? If the SDM/POA believes that the resident would want to make a decision to live at risk, we may be permitted (or even required) to allow that decision to be made. In doing so, we would be respecting the resident's autonomous wishes through their SDM/POA. Of course, the nature and seriousness of risk needs to be evaluated when considering such requests.

What about our case with Mrs. Jones? It appears that, in supporting her values and aligning with the law on the topic, it would be ethically appropriate (or even required) to allow solid foods to be provided. While

the daughter may not make decisions on her own that would be against her mother's best interests, she has a responsibility to advocate for what her mother would want in the situation.

Staff may feel uncomfortable providing solid foods to this resident, but should understand that they are supporting the resident's right to live at risk (by virtue of her previously-expressed wishes or known beliefs). Such encounters can cause a great deal of moral distress among caregivers, and this should be discussed openly amongst teams with management or the involvement of the ethicist. After acting on this situation, the team should review and reflect on the process, considering strengths and other areas that could be improved when similar cases arise in the future.

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

Don't miss the next Regional Ethics Round at Perley Rideau:  
May 12, 2017 from 12:00-13:00. The topic has yet to be decided.

Following the May event, Regional Ethics Round will resume in the Fall.  
Watch for more information in upcoming Perley Rideau newsletters.

# St. Patrick's Day: When everyone is Irish for a day!

A tenant stopped by to pass a message to Patricia, Samantha, Meagan and Trudy for the wonderful show they put on Friday.

“Thank you Samantha, Patricia, Meagan and Trudy for the show they gave us on Friday. It was fun, lively and well worth seeing. Thank you from Marie Gauthier, on behalf of tenants of Commissionaire Ottawa Place”

She went on to say that it reminded her of her mother who passed away four years ago and taught her all the Irish songs that she thoroughly enjoyed singing along to on Friday.



# 100<sup>th</sup> Anniversary of Vimy Ridge

April 9, 2017



## VIMY

HONOUR THE LEGACY

CANADIANS CAPTURED VIMY RIDGE 100 YEARS AGO IN A FIGHT FOR PEACE, FREEDOM AND HOPE. THE CANADIAN VICTORY AT VIMY RIDGE IS THOUGHT TO HAVE BEEN A KEY TURNING POINT IN SHAPING CANADA AS A NATION.

- The Battle of Vimy Ridge began on April 9, 1917, and was part of the larger Battle of Arras in northern France.
- Vimy Ridge is located in northern France, about 175 kilometers north of Paris. It is a long, high hill that dominates the landscape.
- Approximately 30,000 Canadians fought at Vimy Ridge. They came from right across the country and were commanded by Lieutenant-General Sir Julian Byng.
- This victory came at a high cost. The Canadians suffered approximately 11,000 casualties. Of these, nearly 3,600 Canadians were killed.

# THANK YOU TO OUR PERLEY RIDEAU VETERANS!!!



PLEASE JOIN US AS WE COMMEMORATE  
**THE 100<sup>TH</sup> ANNIVERSARY OF  
THE BATTLE OF VIMY RIDGE**  
WITH THE

CANADIAN  
MILITARY  
 *Wives Choirs*

(PETAWAWA, TRENTON AND NORTH BAY CHAPTERS)

**SATURDAY, APRIL 8TH**

**2 PM**

**CAFETERIA**



# Volunteer Impact!

Volunteer Services has developed a new set of annual indicators to help measure performance and impact of Perley Rideau's volunteer team. Beyond counting numbers of volunteers and volunteer hours, these indicators will monitor annual turnover of volunteers, number of volunteer requests filled in key areas, volunteers available with specialized training, influenza vaccination rates and engagement (volunteer perception of their experience as part of our team and the effect of their contributions). Our goal is to ensure that volunteers continue to support the strategy "Maintain a Quality Workforce", as contained in the Performance Monitoring Framework. In other words, that we have the right people, doing the right things to truly "improve the well-being of the people we serve".

Some highlights from data gathered to the end of 2016:

- Volunteer hours have increased by 18.5% since 2014 (38,231 hours in 2016).
- Number of volunteers has increased by 22% over same two-year period (391 registered volunteers contributed hours in 2016).
- Volunteer turnover rates have decreased from 34% in 2014 to 31% in 2016.
- Fill rates for Family Transition and Palliative Care requests increased significantly from 2015 to 2016, while our ability to fill Medical Escort requests decreased slightly.
- We more than doubled the number of volunteers trained to provide meal assistance in 2016, over 2015.
- Results of the Standardized Volunteer Opinion Survey (conducted every two years) demonstrated a 96% engagement rate for Perley Rideau volunteers, higher than the provincial median for participating health centres in both 2013 and 2015.
- Influenza vaccination rates are an area of concern, with only 43% of volunteers providing proof of vaccination during the current flu season.



The extent to which volunteers support Perley Rideau's vision to enhance residents' quality of life cannot be accurately reflected through numbers alone. The following narrative, included with the indicators report, helps describe the widespread impact of our volunteer team in 2016.

## 1. Leading unique programs & services



A number of programs and services were made available to residents of the Seniors' Village in 2016, solely due to volunteer efforts, including:

- Perley Rideau Gift Shop, daily
- Residents' Pub, daily
- Ice Cream Parlour, weekly
- Therapy dog visits, 3 – 4 times/week
- Income Tax Clinics, annually
- Table Tennis Club, weekly for tenants (new in 2015)
- Reiki, weekly for tenants (new in 2016)
- Book and video libraries

"The ping pong program is quite vital to the wellbeing of the participants and, because Jenny makes it so much fun, we all look forward to attending each week."

– D.M., Tenant, Commissionaires Ottawa Place

## 2. Supporting Caregivers

Family and Friends Council, led by a volunteer executive team, organized and hosted nine meetings in 2016, offering support and education to caregivers, staff and volunteers.

## 3. Providing one-to-one assistance

Additionally, volunteers provided direct assistance to individual residents and tenants this year, through:

- Family Transition (support to residents and caregivers on admission day)
- Mealtime assistance and feeding
- Friendly and Palliative Care visits
- Medical Escorts to appointments outside Perley Rideau

*"I am not sure if I have the right words to express my utmost gratitude for all of Heather's help, support and kindness that she offered our new admission and his family. She is so warm and caring. I feel that her approach for our dementia resident during this stressful time was the reason that the high-risk admission was such a success."*

*- Samantha Hallgren RN, GNC, Psychogeriatric Resource Nurse*



## 4. Increasing access to activities

Volunteer support also enabled more residents and tenants to access the following activities, led by staff:

- Physiotherapy exercise classes
- Recreation activities
- Creative Arts classes and music programs
- Barbershop and Beauty Salon
- Church services

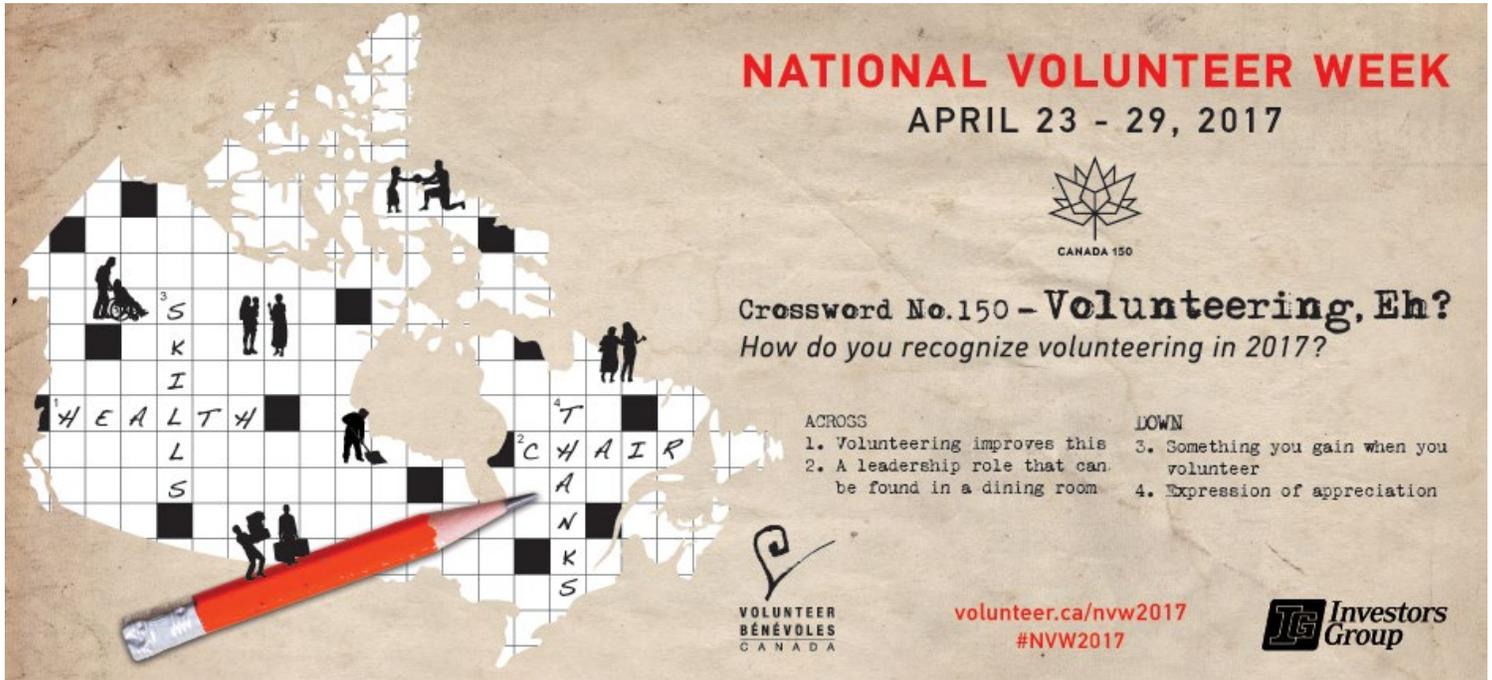
## 5. Behind the scenes

By providing clerical support to the management team, Spiritual Care, Human Resources, Finance, Perley Rideau Foundation, Volunteer Services, and with monthly call bell audits on the nursing units, volunteers allowed staff to focus more time on what they do best. Volunteers from Ottawa Garden Club continued to maintain resident courtyards in the Rideau building and seasonal displays on the antique postal cart.

With this new reporting process, Perley Rideau is demonstrating leadership in performance monitoring for a volunteer program. Rachel Stoparczyk, Coordinator Volunteer Services, will share her experiences in a workshop to be delivered at the Volunteer Management Professionals of Canada national conference in May 2017.

*"The resident told me Gerry O. was wonderful, so thoughtful and patient. They spent a good amount of time together and not once did she feel anxious or concerned. He made her feel very comfortable and helped make the long wait for Para Transpo pick up manageable. The volunteer's assistance on Tuesday was vital since there was no other way this resident could have kept her follow-up appointment, which would have delayed her going to rehab. As a result, the surgeon gave her the green light during her appointment so she is able to leave the convalescent program today. Gerry helped this resident proceed to the next step on her journey back to her home."*

**- Kathy Ryer, RSW, Resident Care Liaison**



National Volunteer Week 2017 celebrates the contributions of volunteers in building community throughout Canada’s 150-year history. Visit the postal wagon in Perley Rideau Centre to test your knowledge of volunteering at Perley Rideau and Canadian history, by completing two unique crossword puzzles. You could win a gift certificate for the Perley Rideau Gift Shop!

We look forward to celebrating our volunteers at our annual recognition event and awards on April 27. Perley Rideau volunteers have told us, however, that the most meaningful form of recognition they can receive is a simple thank you from residents or families. Please take time to tell that special volunteer what a difference they have made in your life.

## Congratulations to the following volunteers who have been nominated for special recognition:

### VOLUNTEER OF THE YEAR

Bernie Arbuthnot  
Dennis Kelleher  
Heather Moxley  
Marie Gauthier  
Valeire Léveillé

Bob Gemmell  
Gerry McGrath  
Joan Olinik  
Rachael Simpson  
Diana Hennessy

George Nitschky  
Lovdy Desjardins  
Taric Zeton

### ADVOCACY AWARD

Heather Moxley

Joan Olinik

Rachael Simpson

### TEAM AWARD

Bingo volunteers  
Ice Cream volunteers  
Pub volunteers

Church volunteers  
Family Transition volunteers  
Quality of Life Resident Survey volunteers





# KEEP CALM NURSES WEEK IS COMING!!!

Nursing week is fast approaching us! 2017 National Nursing Week will be celebrated at the Perley Rideau May 8th to May 12th. Celebrating nursing and all other departments alike. The nursing week committee is excited to share some of the upcoming activities we have planned so far.

There will be many games, prizes and events held throughout the week. To tease you we have planned a scavenger hunt, crosswords, baby-guessing game, and of course..... our annual nursing week relay race. Get your team together and start training now!! Complete a quiz or game for a chance to win a prize!

Have you ever wondered about the role of our pharmacist or music therapists here at the Perley? We will take a look into some of the roles and how they play an integral part of our team. A few of our very own Doctors will present their wide range of knowledge. Please keep your eyes and ears peeled for our upcoming Lunch and Learns throughout the week.

On Wednesday, May 10th our 2017 planning team will host our Nursing Week Reception where we will have

prizes, info booths, snacks, photo booth, games and much more! It is something not to be missed!!

We are excited to announce our second annual Nursing Week Art Show, which will be featured in the Met gallery located on the second floor Perley Centre. We are still looking all you artists out there, you still have time to submit your work!

New to 2017 Nursing Week will be selling Candy-Grams! These candy-grams can be purchased and given to staff to say good job, I appreciate you, or just to make someone smile. Please look for more information regarding this at the beginning of nursing week.

We haven't shared all our surprises yet, you will have to wait until May to see. But please continue to purchase our 50/50 tickets until nursing week to show your support.

If you have any questions, ideas or concerns please contact: Daniela Acosta, Neda Golfam, Katy Lee, Brittany Elder or Megan Stewart and we will be happy to help.



# POPULACE 150



## Make a piece of history Celebrating Canada's 150<sup>th</sup>

We at the Perley Rideau are going to contribute to the ceramic garden on the grounds of the Canadian Museum of Nature for Canada's 150.

These sculptures will be on display from June 17th- September 4th 2017

All are welcomed to  
join us in the Pottery Studio  
to create a ceramic flower

Wednesday April 12th 1:30-3:30pm	Saturday April 15th 1:30-3:30pm	Tuesday April 18th 6-8pm
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For more information speak with our Ceramic Instructors Cynthia or Darlene x2322

# Populace150

## Ottawa Guild of Potter's 2017 Celebration Project

Please join us in the Clay Studio

- Wednesday April 12: 1:30 - 3:30 pm
- Saturday April 15: 1:30 - 3:30 pm
- Tuesday April 18: 6 - 8pm

## A PROJECT WITH HEART

It's more than just art, it's a community experience. \*Populace\* is a significant public art installation initiated by the Ottawa Guild of Potters for Ottawa's 2017 celebrations.

At the heart of the project are 9000 individually hand-crafted, ceramic sculptures: 3000 ceramic roses to recognize and celebrate the English speaking peoples, 3000 ceramic fleurs de lis to recognize and celebrate the French speaking peoples and 3000 ceramic feathers to recognize and celebrate the Indigenous peoples here at the time of Confederation.

Right now, these sculptures are being created throughout the community by potters, students, seniors and people like you. The \*Populace\* sculpture garden will be open to everyone at the Canadian Museum of Nature from June 17 through to September 4, 2017 in celebration of Canada's 150th anniversary.

The project is jointly funded by Ottawa 2017 and Ontario 150 and has had a great deal of support from pottery suppliers, ceramic studios and various professional potters throughout Ottawa. "I think," said Mayor Watson, that "it [Populace] is going to be one of the most popular exhibits during the 2017 celebrations."

\*Populace\* will be a feature 2017 arts, culture and heritage event that will be a part of the Canadian collective memory for years to come. We are excited that you would consider to be part of the experience. For more information visit our website at [www.populace2017.com](http://www.populace2017.com).



*Thanks to the entire Recreation and Creative Arts Programming Staff for hosting another great event*



*Thanks to the Searson Sisters for another terrific Saturday afternoon concert in our sunny cafeteria.*

## Our EAP Provider - All Services are Confidential and **FREE**



Professional Counseling



Health And Wellness Resource Kits



Family Support



Children's Support Solutions



Healthy Weight Management



Financial Support

The first week of May is Mental Health Week and your Employee and Family Assistance (EFAP) provider is excited to release an all-new, issue-focused, online initiative: Mental health and Millennials on Monday May 1st, 2017.

This microsite will feature new resources that encourage conversation about the mental health of millennials, including topics such as creating a healthy workplace for millennials, mental health trends, and a resilience checklist.

Starting Monday May 1st, 2017, the Microsite will be live at the following URL:

[workhealthlife.com/mental-health-and-millennials](http://workhealthlife.com/mental-health-and-millennials)



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\* ONLINE PROGRAMS



# Spotlight on Palliative and Therapeutic Harmonization (PATH)

By Uyen Ta, Master's in Health Administration Resident

Palliative and Therapeutic Harmonization (PATH) is an approach to care that helps older adults and their families understand their overall health. With PATH, care teams are better able to prepare the 'big picture' of each person's health story, so that frailty is at the forefront of decision making. Frailty informs how to contextualize risk, what to expect in the future and how to plan care.

The Perley and Rideau Veterans' Health Centre began to embed PATH into the way we provide care to our residents in late 2016. Perley Rideau CEO, Akos Hoffer, sat down for a Q&A to discuss PATH and the role of this new approach to care in accomplishing the long-range vision of the organization to become a Centre of Excellence in frailty-informed care.

This is the first in an ongoing series to share information about our journey with PATH and to address questions regarding this new model of care and its implementation throughout the organization.

## Q: What makes PATH unique?

**Akos Hoffer:** Understanding frailty as a medical condition is essential to providing the right care, at the right time, in the right place. The PATH approach addresses this need by helping older persons and their families to understand their overall health and prognosis in the context of frailty. With this understanding, the health care team at the Perley Rideau can better support residents and their families in making health care decisions that protect their best interests and quality of life.

## Q: What is the rationale behind bringing PATH to the Perley Rideau?

**A.H.:** By leveraging PATH, the Perley Rideau seeks to be an agent for change in the way clinicians plan and deliver care to older adults with frailty. Currently, health professionals may not recognize the clinical trajectory of terminal frailty. Likewise, older adults and their families are not always informed about the limited

life expectancy associated with co-existing, multiple, interacting, complex illnesses.

We see an opportunity for PATH to not only improve our practices for caring for our residents but also, to transform current practices in long-term care. We chose to bring PATH to the Perley Rideau because it improves our residents' experience by allowing them to make well-informed decisions that help ensure a comfortable life and, eventually, a dignified death. PATH is recognized by Accreditation Canada as a leading practice, and is aligned with a person-centered care philosophy. Our vision is to use a PATH model of care to support every resident at the Perley Rideau. We also plan to expand our reach by establishing a PATH Clinic to serve physicians and their patients in the surrounding community.

Finally, the PATH model of care is in line with the Perley Rideau's strategic objective to become recognized as a Centre of Excellence in frailty-informed care. Through PATH, the Perley Rideau sees the opportunity to propel culture change that will enable Ontario to become a province that offers its older adult population the very best possible palliative and end-of-life care.

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

**A.H.:** PATH is currently being rolled out at the Perley Rideau. In 2016, geriatrician Dr. Ruth Ellen opened a practice on-site to help lead the implementation of PATH and to assist our residents make informed medical decisions. PATH started off as a pilot on 2 units (Rideau 2 North and Gatineau 1 North) and a group of physicians and registered staff were trained to conduct PATH assessments. Facility-wide implementation is planned for the end of 2017. To date, we have introduced the PATH process to 47 residents on our long-stay units. We're already seeing positive outcomes, including numerous demonstrations that a greater understanding of health and prognosis allows residents and their families to make well-informed decisions that

help ensure a comfortable life and, a dignified death. The pilot on Rideau 2 North and Gatineau 1 North is currently being evaluated to assess effectiveness and to identify opportunities for improvement.

**Q: Can you elaborate further on the positive outcomes of PATH at the Perley Rideau?**

**A.H.:** It’s important to understand that frail older people do not respond to treatment, such as drugs or surgery, in the same way that younger, stronger people do. In fact, aggressive treatments can do more harm than good by causing unnecessary pain and distress and reducing quality of life. Surgery, in particular, can lead to major problems. Anesthesia drugs and the experience of being hospitalized can cause delirium in frail older people. Delirium is a state of confusion that once triggered, often does not fully resolve in frail older people.

Residents and families who were introduced to PATH understood frailty better, which helped them decide what kind of medical care they will accept when illness arises in the future. Knowing how frail they are and how well they are likely to respond to different type of treatments, residents and their families are able to make informed decisions about what kinds of treatment to consider and what kinds of treatment to avoid.

Colleen LaPlante, a PATH family member, shared the following testimonial with us: *“PATH enabled an individualized, non-judgmental discussion of the complexities of frailty, the compounding effect of ever-advancing dementia, and how individual medical interventions could cumulatively impact my mother’s capacity to rebound with stable or improved well-being. It*

*represented a holistic approach toward medical intervention, balanced with palliative care, which respected my mother in her entirety. Ultimately, the PATH process led to a profound, shared agreement for how my mother would be treated – both as a resident of the Perley Rideau’s advanced dementia care unit for Veterans, and as a patient, as medical incidents arose. Quite literally, the pieces began to fall into place. Subtle but meaningful changes were introduced that were consistent with the revised, frailty-informed care goals. Interactions were shaped by an understanding of my mother, and she responded positively. PATH provided a quality of life that was graced by increased dignity.”*

**Q: What can employees expect in the next months?**

The success of this model will require the dedication and teamwork of all staff at the Perley Rideau. We recognize that it will take significant teamwork, time and effort to embed PATH to our approach to care.

As we are spreading PATH across the Perley Rideau, we are committed to keeping our staff informed and to equip our front-line personnel with the right training. We are currently developing ways to incorporate PATH tools into our current practices and to empower staff to provide the best possible care to our residents.

**Notable:** *A series of PATH Education Sessions (Rounds) will be offered to staff and physicians at the Perley Rideau. The intent of these quarterly sessions will be to share real-life cases of PATH at work and discuss outcomes/lessons learned. The inaugural PATH round is planned for the end of Spring: watch for more information and updates in the upcoming newsletter!*

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*“Understanding frailty as a medical condition is essential to providing the right care, at the right time, in the right place...”*

Akos Hoffer, CEO

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# Update from the Responsive Behaviours QI Team



The Responsive Behaviours QI Team is committed to improving the recognition, intervention and care of residents with Delirium, Dementia and Depression (3Ds). The team is accomplishing this by aligning its improvement activities with RNAO's Best Practice Guideline (BPG), "Delirium, Dementia, and Depression in Older Adults: Assessment and Care".

The team has introduced some important practice changes during the past year, including:

- The implementation of an evidence-based Behaviour Mapping Tool on all 12 units of the Home. Registered staff and physicians use the Behaviour Mapping tool to help identify patterns of behaviours and any unmet needs or triggers that may be associated with these patterns.
- The implementation of observation tools for high risk residents. Q15min and Q30min observation tools for frontline staff were developed (by adapting the Behaviour Mapping tool) due to an identified need to frequently monitor residents that are identified as a high suicide risk.
- Antecedent, Behaviour, Consequence Meetings (ABC) are held across the Home for all shifts. These interdisciplinary meetings, which occur on an ad hoc basis, are facilitated by the Psychogeriatric Resource Nurse, and provide a forum for the care team to review and discuss the resident triggers, behaviours and interventions. The meetings assist the care team in the assessment of Dementia, Delirium and Depression. A focus for the ABC meetings is to assist the care team in creating an individualized approach and care plan to meet the needs of residents with responsive behaviours. To date a total of 80 ABC meetings have been facilitated.
- High Risk Meetings are held monthly on each unit in the Gatineau Building. These interdisciplinary meetings have been very successful in identifying residents who are high risk for responsive behaviours. The discussion focuses on a team approach to identifying a resident's triggers, interventions and follow up that is required by the team.

Over the next 12 months, the team will be focusing on:

- Evaluating the current process related to Behaviour Mapping and developing a formal audit and feedback process to promote long-term sustainability.
- Implementation of a standardized MMSE (Mini Mental Status Exam) process throughout the home to ensure the MMSE is completed accurately and that it is consistently completed within seven days of admission.
- Review of the Point Click Care, care plan library to identify changes to the 3Ds focus statements, goals and interventions to improve alignment with the Best Practice Guidelines and the RAI-MDS.
- Implementation of monthly high risk meetings across the Home by the end of 2017.
- Full implementation of RNAO's BPG, based on identified opportunities for improvement.

The Responsive Behaviours QI Team is looking forward to an exciting year ahead!

If you have any questions or comments you would like to share with the team, we encourage you to contact the team leaders.

**Samantha Hallgren, RN, GNC**  
Psychogeriatric Resource Nurse  
Ext 2245

**Melissa Norman, MHA**  
Performance Improvement Consultant  
Ext 2448

The Responsive Behaviours QIP Team: Samantha Hallgren (Psychogeriatric Resource Nurse) (co-lead), Melissa Norman (Performance Improvement Consultant) (co-lead), Kerry Tubman (Manager of Resident Care – Gatineau), Daniela Acosta (RN), Terri Carter (RPN), Christine Boisclair (PSW), Kelly Donahue (Special Approach PSW), Melanie McCormick (Special Approach PSW), Dave Harris (Recreation Therapist), Doris Jenkins (Director of Nursing Operations), Megan Stewart (Recreation Programmer), Sylvie Pridmore (Food Service Supervisor).



# Family And Friends Council

Our most recent monthly meeting was held on March 16th at which Doris Jenkins, R.N., the Perley Rideau's Director of Nursing Operations, presented an overview of The Admission Process. Doris described the current admissions requirements and the Perley Rideau management's vision and efforts to standardize and improve the admissions process. She also reviewed the importance of person-centred care and the Perley Rideau's goal in implementing this approach for each resident's needs at time of admission and ongoing care at the Health Centre.

Our next meeting will be held on Thursday, April 20 at 7:00 pm. The Agenda will include a report by Senior Management, followed by a presentation from Jessie Stephenson, the Perley Rideau's Spiritual Care Worker, entitled Life Balance and Mindful Self Care. Jessie will provide a brief overview of what it means to practice 'self-care' within our daily lives. Within this context, she will provide a brief introduction on the concept and practice of mindfulness and how this approach helps to shape the ways in which we pay attention to how we take care of ourselves, and how to best meet our emotional, mental, physical, and spiritual needs.

Jessie holds a BA(H) from Queen's University, and a Masters of Divinity from Emmanuel College, with a personal focus on Spiritual Counselling, Psychology, and Incarnational Theology. With previous work experience in Palliative and Acute Care centres, Jessie has experience in individual, family, grief and bereavement counselling. Her relational approach seeks to engage with experience as a means to facilitate a process of personal insight and growth.

Our next monthly meeting to be held on Thursday, May 18 2017 will include a presentation from Josh Landry, Regional Ethicist for the Champlain Centre for Health Care Ethics. Josh will be presenting Substitute decision-making, lying, and ethics. Josh has worked closely at the Perley Rideau over the past two years in providing consultation, education, and policy review on ethical issues. At our May meeting, Josh will discuss the role and challenges of the substitute decision-maker in long-term care, and will argue that in some cases, 'white lies' may be justified."

Planning for our June education session is underway with details to follow next month.

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

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



# PERLEY RIDEAU

PHYSIO & MASSAGE THERAPY CLINIC

In partnership with University of Ottawa Health Services

117-1750 Russell Rd  
Ottawa, ON K1G 5Z6

[www.PerleyRideauPhysio.com](http://www.PerleyRideauPhysio.com)

📞 613 526-7175

📠 613 526-7160

## Corporate Rates Physiotherapy Services

Initial Assessment/1hr	Treatment/30 min
\$70	\$50

## Massage Services

Minutes	Rates
30	\$40 + HST
45	\$55 + HST
60	\$65 + HST
6-10 Min Sessions	\$75 + HST & One Free

[www.perleyrideauphysio.com](http://www.perleyrideauphysio.com)





# 16th Annual

# Perley Rideau Night at the Races

Thursday, May 4, 2017

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

Rideau Carleton Raceway and Slots 4837 Albion Rd



**\$60 includes** reserved dinner seating, live race program, \$2 betting voucher, \$10 slot token, complimentary parking and \$20 income tax receipt (revised).

**Silent auction and great raffle prizes to win!**

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

**Purchase your TICKET today  
at the Foundation office,  
phone 613-526-7173, or online**

[www.canadahelps.org/en/charities/PerleyRideauFoundation/events/2017natr](http://www.canadahelps.org/en/charities/PerleyRideauFoundation/events/2017natr)

**Deadline is Friday April 21 for tickets.**



**All proceeds will go towards the greatest needs of the Perley Rideau.**



# Silent Auction and Raffle Prizes

## Perley Rideau Night at the Races

**Autographed Ottawa Senators Jersey** with the following signatures:  
Number 7 Kyle Turris, Number 31 Craig Anderson, Number 65 Eric Karlsson, Number 61 Mark Stone, Number 27 Curtis Lazar, Number 33 Fredrik Claesson, Number 9 Bobby Ryan, Number 57 Tommy Wingels, Number 6 Chris Wideman.

**Passes to your favourite festivals:** RBC Bluefest, Jazz Festival, Glengarry Highland Games, Montreal Mondial de la Biere (Beer Festival)

**Entertainment:** Cineplex, National Arts Centre, special night out with hotel stay, restaurants and spending money, Beau's All Natural Brewing VIP tour, Weekend getaway in Newboro

**Home and Décor:** Keurig machine, original artwork, decorative birdhouses  
**Food baskets and much more**

**Purchase your TICKET today at the Foundation office,  
phone 613-526-7173, or online**

[www.canadahelps.org/en/charities/PerleyRideauFoundation/events/2017natr](http://www.canadahelps.org/en/charities/PerleyRideauFoundation/events/2017natr)

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## Perley Rideau

The Perley and Rideau Veterans'  
Health Centre Foundation

La Fondation du Centre de santé  
Perley et Rideau pour anciens combattants

# 2017 Perley Rideau Running Team

## Ottawa Race Weekend – May 27-28, 2017



Determined to build on last year's Ottawa Race Weekend achievements, the Perley Rideau's Race Team has set an ambitious goal for 2017. In 2016, Perley Rideau runners raised more than \$8,000 – enough to pay for a new lift and make life easier for staff and residents alike. This year, the Team plans to raise at least \$10,000 – enough to renovate two of the courtyards by

purchasing new furniture and umbrellas. These outdoor spaces provide a great deal of enjoyment to residents, including members of the Gardening Club. In honour of Canada's 150, any team member who raises at least \$150 in pledges will receive a special commemorative t-shirt. Three members of the team took time out from work- and training - to pose in one of the courtyards: (L to R) Dan Clapin, Foundation Executive Director; Sara Francis, Foundation Administrative Assistant; Landon Brady, Perley and Rideau Maintenance. To sponsor a runner or learn more, contact Sara Francis, the Foundation's administrative assistant (613-526-7173, [sfrancis@prvhc.com](mailto:sfrancis@prvhc.com)).





*Join Nygard Style Direct for a  
Benefit Fashion Show for the  
Perley and Rideau Veterans' Health Centre Foundation*

*Sunday April 23, 2017  
In the Main Cafeteria  
At the Perley and Rideau Veterans' Health Centre  
1750 Russell Rd, Ottawa*

*Doors open at 1pm  
Fashion Show at 2pm  
Admission: \$5 per person*

*Various vendors on site  
For more information contact  
Kathy Watson-LeBlanc  
[unbelievablesuccess@gmail.com](mailto:unbelievablesuccess@gmail.com)*



**Perley Rideau**

The Perley and Rideau Veterans'  
Health Centre Foundation



## Like Father, Like Son



Jim Peck



Brian A. Peck

**Jim Peck** was determined to follow in the footsteps of his father, who served in the Royal Flying Corps during World War I. Jim enlisted as soon as he was old enough – in 1943 – and later began pilot training. Before he could complete his training, however, the Allies stopped sending new pilots to Europe. Jim went on to serve for two years in the Canadian Forces.

“My dad, Brian A. Peck, was among the first to fly planes in combat,” says Jim Peck, a 91 year-old resident of the Perley and Rideau Veterans’ Health Centre. “Dad was waiting for deployment with thousands of other Canadians in Salisbury Plains, England when he heard that a new service was recruiting – the Royal Flying Corps. Within a few weeks, he was piloting reconnaissance missions over France, Belgium and the Netherlands. Later on, he participated in aerial dogfights and bombing runs.”

Jim Peck honoured his 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.

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.

***To make a donation today or in your will, please contact:***

Daniel Clapin, Executive Director  
Telephone: 613-526-7194  
e-mail: [dclapin@prvhc.com](mailto:dclapin@prvhc.com)  
Mailing address: 1750 Russell Road,  
Ottawa ON K1G 5Z6  
Internet: [www.perleyrideau.ca](http://www.perleyrideau.ca)

# ATTEND THE UPCOMING TOWN HALL FORUMS

Wednesday, May 3<sup>rd</sup>

Excellence in Care and Sustainability

- 1000 hours (10 am) – Open to all staff and volunteers
- 1330 hours (1:30 pm) – Open to all staff and volunteers
- 1445 hours (2:45 pm) – *Brief meeting for Food & Nutrition Staff*
- 1530 hours (3:30 pm) – *Brief meeting for REC/CAS Staff*
- 1930 hours (7:30 pm) – *Brief meeting for Food & Nutrition Staff*
- 2030 hours (8:30 pm) - Open to all staff and volunteers
- 2130 hours (9:30 pm) - Open to all staff and volunteers
- 2330 hours (11:30 pm) - Open to all staff and volunteers
- 0015 hours, Jan 13<sup>th</sup> (12:15 am) - Open to all staff and volunteers

**All forums will be held in the  
Games Room**



# CELEBRATING CANADA'S 150<sup>TH</sup> BIRTHDAY

## STAFF APPRECIATION BBQ

# May 25, 2017<sup>th</sup>

**Day Staff • 1130 - 1330**

**Evening Staff • 1630 - 1830**

**Night Staff • 2300 - 2400**

Along with door prizes, there will be a costume contest and a photo booth to capture the day's memories.

**We will be accepting donations in support of The Ottawa Mission. Please consider donating some of these everyday items:**

- New or gently used men's jeans and shorts, sizes M-XL.
- New men's underwear (sizes SM – XXL)
- Men's disposable razors
- New or gently used bath towels
- New or gently used men's spring coats
- New or gently used men's steel toed work boots, sizes 9 to 12

*With each donation staff will receive one extra ballot to win a paid day off.*

**Sign-up sheets will be on each unit between**

**April 27<sup>th</sup> – May 10<sup>th</sup>**

# Come Join Us For Golf & Dinner

Perley and Rideau Veterans' Health Centre  
26<sup>th</sup> Annual Golf Tournament

**Friday, June 9th 2017**

10 am Shotgun Start  
Meadows Golf & Country Club  
4335 Hawthorne Road

**\$60.00**

**Golf, Cart & BBQ**

Contact

Landon Brady

Frank Chamberlain

Gary Chamberlain at

Steve Roy at 613-862-0682 or [sroy@prvhc.com](mailto:sroy@prvhc.com)

**Pay by Payroll Deduction or Cash.**

Open to Staff, Families and Friends of the  
Perley and Rideau Veteran's Health Center



# Come and Celebrate Canada's Veterans, May 9 at 2 pm

To formally welcome the new era of Veterans who will call Perley Rideau home, we will be hosting a celebration in the cafeteria from 2 to 3 pm on May 9.

Along with a musical performance from members of Perley Rideau's very talented staff, the celebration will be an opportunity to offer a personal "thank you" to all of Perley Rideau's partners who made it possible for us to continue to serve those individuals who pledged to serve our country.

Arrive early to get your spot to hear the presentations and performances as we mark the start of new era at Perley Rideau

## Paypool Winners: \$100 each

### March 9

- Derrick B.: Food & Nutrition
- Tina L.: Rideau 1 North

### March 23

- Emmanuel G.: Food & Nutrition
- Carol W.: Ottawa 1 East

### April 6

- Shelly B.: Ottawa 2 East
- Christine K.: Nursing Float Pool

**Next Draw Will Be April 20<sup>th</sup>, 2017**

## Vol. 20-03

### 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