



Dear Samantha,

As the Manager of Resident Care for the Rideau Building at the Perley Rideau, I am writing you on behalf of my brothers and sisters. Our family wishes to extend a sincere thank you to all of the staff at Rideau One North. Dad arrived at the Perley Rideau in February 2016 and was there for almost three years.

During his time there, he was cared for in the most loving and caring manner by several staff members. Although we can't name all of them, our family would like to send a very special and heartfelt thanks to several people in particular. This group includes Dr. Chadha, Don, Marie, Paulette, Lorraine, Laurie, Esther, Susan and Jackie. He was also treated with great respect and friendliness by support staff including Chris, Lawrence and Wickley.

Our family often referred to those working and caring for Dad as "Angels". We are so grateful for their genuine care, help and patience. Dad loved living at the Perley Rideau and was always treated with dignity and respect. It is a true testament to the dedication of the Perley Rideau employees.

Regards,

Mark S.

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The purpose of this message is to provide some overdue feedback regarding Bree F. of your (Therapeutic Recreation and Creative Arts Programming) team.

For the past 15 months I have accompanied my mother every Wednesday afternoon to "Art With Bree" in the Creative Art Studio. During these weekly sessions, I have had the opportunity to be part of the group and also quietly observe.

Bree has all the skills that one would expect of someone who is trained in her field. However, there is one skill that she has that was not learned in school and that sets her apart - particularly for someone of her age. This is Emotional Intelligence.

Examples of this include:

- speaking to each person as they enter the room. In our case, she always addressed my mother first and then me (even though my mother rarely responded)
- asking residents a bit about themselves each day so that they felt important yet respecting that invisible line between being engaging and becoming too personal
- managing teenage volunteers who were still learning what was appropriate conversation in front of residents.
- recognizing that each resident has differing and often declining abilities. Her ability to adjust and accommodate at a moment's notice is outstanding.

As someone who has spent the bulk of his career managing people, I can tell you that I had many who were good solid employees and that did a good job. However the ones that were my stars were the ones who displayed this extra emotional intelligence. It is a skill that I observe all too rarely and you either have it or you don't.

To summarize, Bree is an excellent employee who displays a special quality. You are very fortunate.

Regards

David S.



## Tributes



Perley Rideau



Perley and Rideau  
Veterans' Health Centre  
/ Foundation

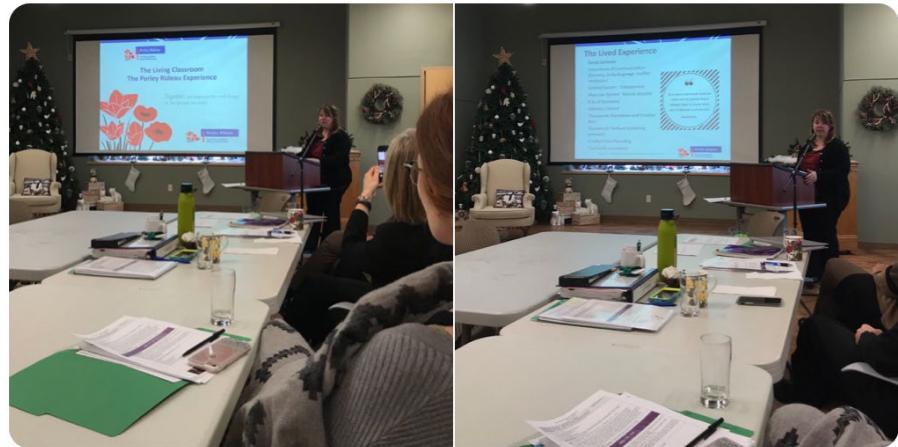


PerleyRideauSeniors;  
@ prvhc\_seniors



**Ontario CLRI @CLRI\_LTC** · Nov 23

"Aging well is rooted in living well. In order to fulfill our mission and vision, we need dedicated people" @jennplant @prvhc\_seniors The #healthhumanresource challenges in LTC are complex and require creative strategies- Living Classroom is one strategy. #clriconnects



AdvantAge Ontario



**The Royal @TheRoyalMHC** · Nov 30

The Royal's President & CEO visited @prvhc\_seniors yesterday. We have a great partnership through the Specialized Behavioural Support Unit, where our staff supports people in long-term care with complex behavioural challenges.



**PerleyRideauSeniors @prvhc\_seniors**

Thanks for visiting Joanne Bezzubetz, PhD, President and CEO, @TheRoyalMHC. The photo backdrop is an Exit Diversion Door on a secure unit painted by the talented staff of Therapeutic Recreation and Creative Arts...



**AdvantAge Ontario @AdvantAgeOnt** · Oct 30

Great to see member home @prvhc\_seniors profiled for its innovative SAFE: Sub-Acute care for Frail Elderly program. This is just one example of how that staff at Perley Rideau are #AdvancingSeniorCare



**Ottawa Citizen @OttawaCitizen**

Hoffer: Pilot project at the Perley could help seniors live independently for longer  
[ottawacitizen.com/opinion/column ...](http://ottawacitizen.com/opinion/column ...)



## Tributes



**John Fraser** @JohnFraserOS · Nov 11

Honoured to lay a wreath today at @prvhc\_seniors Remembrance Day Ceremony. Thanks to everyone who participated and worked so hard to make the ceremony a wonderful tribute to those who have served and continue to serve #CanadaRemembers 🇨🇦 #LestWeForget



**John Meiring** Thank you all for your service and your sacrifices!!!



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**Amanda Jiron** Such a beautiful ceremony ❤️ a huge thank you to the organizers, volunteers and fellow colleagues! It was definitely an honour to assist the Veterans ❤️

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**Fida Khan** • 1st

IPAC Officer and Chair IPAC Committee - Six Nations Health Service...

2mo ...

The best caring people keep up all the good work and dedication in serving the most frail and vulnerable community of Ottawa



**Melanie Hodge** Angels in scrubs 🏥



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Perley Rideau



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@ prvhc\_seniors



## Tributes



**CTV Ottawa** @ctvottawa · Nov 9

17 veterans from the Perley and Rideau Health Centre are out for dinner when a stranger picks up the tab. **@JoelCTV** meets the dad of a US soldier, honouring some Canadian heroes #ottnews #RememberanceDay @prvhc\_seniors



**Peter McKinnon** • 1st

Writing, strategic communications, editing and video production; bili...

1mo ...

May this act of kindness inspire us all strive to make the world a little better today.



**Jill Ronan** As a family member I am so amazed at the care and friendliness throughout this whole amazing little village. I am there daily and see the sheer amount of effort and work that goes into making PRVHC a top notch place. It really does take a village to ... [See More](#)

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**Tony Cobden** As a volunteer I see first hand the love and care that the staff at Perley provides to the residents and veterans alike. They have a large number of programs which keep the residents engaged and provides them with a enjoyable experience. I

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**Tracey Wilson** I struggled terribly when we had no choice but to place him somewhere he could be properly cared for. It was just too much for my mother at home alone with him. I've cried in the hallways of this place more times than I like to admit, and every time a warm pair of arms wrapped around me and assured me they would take good care of him. They have kept that promise. I will be forever grateful and indebted to this incredible place for making him comfortable in the difficult times. It really is a home.



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