

Between Us... Briefly



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

Volunteers:

*Our greatest
natural resource*



Beverley Edgecombe
Volunteer of the Year

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Jennifer Plant - Manager, Education and Projects

Please welcome Jennifer Plant to the position of Manager, Education and Projects, at the Perley and Rideau Veterans' Health Centre.

With more than 17 years' experience working in the healthcare sector, Jennifer began her career as a Respiratory Therapist in Northern

Ontario and continued her education while taking on increased responsibilities to serve as the Manager of Quality and Performance Improvement at the Timmins and District Hospital until 2014.

With a Master of Science (Quality Improvement and Patient Safety) from the Institute for Health Policy and Evaluation from the University of Toronto, Jennifer was responsible for all aspects of the corporate education plan and the Learning Management System at the Hospital. She shepherded the implementation of the Excellent Care for All Act and ongoing compliance evaluations. As the leader of the Senior's Friendly Improvement Strategy at the community hospital, she managed data from many sources including MDS-RAI data and family feedback. She complemented that work through her frequent interactions with a wide variety of adult learners. As the principal in charge of achieving the Accreditation with Exemplary Standing, Jennifer supported many of the hospital teams in the development of annual goals and objectives.

With professional qualifications ranging from McMaster University, Thompson Rivers University and the Canadian Healthcare Association, Jennifer is uniquely skilled to support the Perley Rideau strategy and our commitment to continually improve resident safety and quality of care. Perley Rideau will benefit from her past leadership in General Elder Care and General Persuasive Approaches (GAP), which are fundamental to the delivery of quality care.

Watch for announcements on education initiatives and projects in the future.

Karen Kane - Staffing Clerk

Karen Kane has joined the Human Resources Department of the Perley Rideau and will be working in the staffing function. Karen's background includes more than 25 years of administrative experience in both the private and public sectors, and also includes previous education and work experience as an RNA/

RPN. As the staffing function integrates into the Human Resources department, Karen will help bring efficiency and effectiveness to our staffing processes.

Jessie Stephenson - Spiritual Care Worker

Jessie Stephenson is the new Spiritual Care Worker at Perley Rideau.

Jessie holds a Masters of Divinity from Emmanuel College, a United Church of Canada seminary at the University of Toronto. She has clinical experience in both long-term and acute care settings, with a focus on working with the dying and

bereaved, and others experiencing major life transitions and transformations. Prior to this, Jessie was an active member in the Canadian Navy and sailed on the East coast of Canada and the United States. She has recently moved to Ottawa from Toronto, and is interested in music, reading, gardening, and community radio.

Summer Volunteer Opportunities

Volunteer Services is now accepting applications for the Summer Youth Program. We welcome youth volunteers, 13 and older, who are interested in supporting resident programs during the months of July and August. Applicants should be available for a full-day orientation session on Monday, June 29 and be able to commit to volunteering one or more days per week, for at least five weeks in the summer. Applications are available on the Perley Rideau website or in Volunteer Services.

Celebrating a Passion for Making Connections and Unlocking Memories

After more than a decade of meeting all types of spiritual care needs, Multi-Faith Chaplain Sherry Baker retires from Perley Rideau to travel and take time to visit

By Helen Teeple, Perley Rideau Volunteer



Sherry Baker describes sitting with a new resident who was finding it difficult to adjust to being away from her own home. Together, they looked at pictures of the home left behind. Searching for a way to make a connection, they talked about the many happy years the new resident had spent there. When the resident realized that she still had her memories, she began to see things in a more positive way.

That's just one of the many memories of how Sherry Baker has touched the lives of residents at the Perley Rideau during a decade as the Multi-Faith Chaplain.

On April 29, friends and colleagues will hold a farewell tea to honour Sherry as she enters retirement. In her part-time role at the Perley Rideau, Sherry along with Father Paul Tennyson has offered spiritual support to more than 400 residents. Sherry describes herself as a Jack-of-All-Trades. In the course of her very busy days, she has welcomed new residents, arranged ecumenical services every Sunday, visited residents in hospital, provided palliative care, presided at funerals, delivered training in spiritual care, and offered spiritual companionship and support to residents and their families. Twice a year, Sherry organizes Memorial Services for residents who have passed away. She feels especially honoured to coordinate the Perley Rideau's Remembrance Day Service each year because of the event's special significance for our veterans.

Doing what she loved

Although Sherry had a career in a different field before becoming a Chaplain, she feels that she had always been drawn to this work and has found her time at the Perley Rideau extremely rewarding. Before returning to university, completing her Masters in Pastoral Counseling and Chaplaincy and becoming a Chaplain, Sherry had already enjoyed a career in teaching and a busy home life raising her own children. Because she had always been drawn to seniors, the role as Chaplain at the Perley Rideau was perfectly in tune with what she wanted to do. From her very first day, Sherry has loved her role as Chaplain here.

Serving a huge variety of beautiful people

Sherry has met many remarkable people she feels privileged to know. Many hours have been spent visiting with residents one to one, a role appreciated by residents and valued by their families. By listening to what is said and trying to hear also what is unsaid, Sherry tries to understand what a resident may be needing. The needs are as diverse as the men and women living at the Perley Rideau. Residents may be dealing with loneliness, the loss of a spouse, missing home, or physical pain and limitation. Others struggle with memories of wartime, a lifetime ago but never forgotten. A resident from Rideau 1 South says he will miss Sherry because he always felt better after talking with her. Sherry has always found time for whom-ever needed a listening ear and words of encouragement.

Sherry's manager, Carolyn Vollicks, says she was sad for the Perley but happy for Sherry when she heard about her plans to retire. Thinking of Sherry, she says what quickly comes to mind is her quiet calming manner. "She moves about her day serving our residents, advocating for their spiritual needs, supporting our staff and our families. Her priority is always our residents, they will miss her."

After her retirement, Sherry and her husband are looking forward to a summer of travel in Newfoundland. Her many friends at the Perley Rideau are grateful for the time which Sherry spent with them and wish Sherry and her husband much happiness as they begin this next chapter of their lives.

An important part of Spiritual Care is providing rituals.

Perley Rideau provides for funerals, memorial services, holiday celebrations like Hanukkah, and special services for Christmas and Easter and there are weekly church services.

The Spiritual Care Providers at Perley Rideau are here for residents, staff, volunteers and family members.

At any time, residents and family members can contact the bereavement support team for assistance and spiritual care.

► Priest: ext. 2358

► Multi-Faith Chaplain: ext. 2357



Thanks to Everyone For Your Amazing Resident—and Family—Focused Care!

To the exceptional staff at the Perley and Rideau Veterans' Health Centre:

On January 12th our cherished father, Percy Pike, passed away peacefully at your facility. He was not there long, just over a month, but it was a month that we wish to positively acknowledge. The quality of the care he received and the tender environment that he spent his last days in was truly outstanding and solely due to the attention of all there staff there. He could not have found himself in a better place under his circumstances.

Our family wishes to earnestly thank all those involved in the care of our Dad during his stay. Housekeeping who kept our Dad's room immaculate, to the dog and music therapists who provided stimulus, to those who bathed, cleansed and dressed our Dad daily, tirelessly taking him out of bed each day, and making sure he was comfy at night. To those who managed his skin care, actually healed an ulcer he had developed prior to his arrival there, we sincerely thank you. To the Ward (UNIT?) Clerk, Pharmacy team, Occupational Therapists, Nurses and Doctors; many thanks. To the kitchen staff, dieticians and those who fed our dad, -- even when it was so difficult to do so -- and yet never gave up on him, a big hug and thank you. Finally, a small thing but, when his hands became swollen, everyone recognized the issue and took care of it splendidly, so we could hold his hand once again before he passed. It truly meant the world to us.

We all wanted the best for our Dad. Nothing on this earth could have prepared us for the exceptional level of care that would ultimately be given to our Dad at your facility. Each and every person involved on Ottawa 2 East gave our Dad more than what we expected, above what was required and beyond what we had hoped.

To all who minded our Dad and to those who arranged for him to be there, we extend a warm heartfelt thank you. We believe his passing was so much easier for him and for us, because of the joyfulness and intention that surrounded him daily. We have seen the best and it is called the Perley and Rideau Veterans' Health Centre, Ottawa 2 East South. We tell everyone we know about you and how good things really can be. The placement of the flag at half-mast the next day was truly touching to us all. We appreciate everyone's efforts and wish you well.

Thank you,

Dani, Hal, Susie and Michelle and Marcelle Pike

Dear Father Paul and Mrs. Baker,

I wanted to thank you both sincerely for the simple but memorable service you arranged this past Saturday for family members left behind after the death of their loved one. My Father, William Calladine, attended the Anglican Church regularly and was a true Christian. It was lovely that we were given this opportunity to celebrate his life and spend a few precious moments once again at the Perley Rideau where he lived his last days.

The lady sitting next to me and I had never met but we bonded as we cried together throughout :) Thank you for giving us the opportunity to reflect on how lucky we were to have them in our lives from the perspective of the passing of time.

I have happy memories of the Perley Rideau and the way my Father and my family were treated there. Saturday was just one more example of the Perley Rideau's devotion to everyone in their care.

Sincerely,
Danielle Allen
Bill Calladine's daughter



Food, glorious food... can you imagine a day without it? But, can you envisage cooking 3 meals a day, 365 days of the year, for 450 guests who have a wide variety of complex medical conditions requiring specialized meal planning — on a very tight budget? Well, that's how it is at Perley Rideau. **April 19th provided the opportunity to hear Registered Dietitian Permjit Sandhu describe the role of Clinical Nutrition Services at Perley Rideau and Director of Support Services Lori Stuckless cover the Operational side of Food and Nutrition. These presentations provided an insight into the difference between cooking for two and meal planning for 450 in a long term care setting.**

Likely, there are folks who think Recreation at Perley and Rideau Veterans Health Centre as just “fun and games”, you know, bingo, sing-a-longs, etc. Well, at our March meeting, we learned that Recreation at Perley is 10% that and 90% so much more! Two of our very dedicated and dynamic Recreation Therapists Cassy Hopkins and Robyn Orazetti, BA [Therapeutic Recreation] described

how Recreation Therapy staff facilitate maximum independence and promote quality of life amongst residents. Their department consists of rehab assistants, artists, musicians, and music, horticultural and dance therapists as well as countless volunteers. Activities range from arts and crafts to entertainment in the cafeteria and special outings, pub programmes, annual Remembrance Day ceremony and Legion events - all these fall under their jurisdiction and incorporate the 5 domains of health: physical, emotional, cognitive, spiritual and social, thus taking a pivotal role in the day to day life of residents.

Family members are invited to the monthly FFC meetings.

The Council is always looking for family members who would like to join the executive group.

To find out more, please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: familycouncil.prvhc@gmail.com

Future meeting dates and topics are:

21st May: Music Therapy

3rd June: Family Councils' Network Seminar:

“Let's Talk about Pain Management and Chronic Care”.

Presenters include Dr. Jose Pereira, Professor and Head of Palliative Care at the University of Ottawa and Medical Chief, Palliative Care programmes at Bruyère Continuing Care and The Ottawa Hospital with Perley Rideau physician Dr. Cuong Ngo-Minh. Please watch the bulletin boards for further details.

18th June: A Day in the Life of a PSW – Watch this space for additional information.

July: Please join us for our very first Family and Friends Council Social Pub Night — and to learn about the Pub operation and the many volunteers who contribute to a spot where residents can gather to chat and reminiscence. Please watch for news confirming the date.

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 members of residents, former residents of the Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates.

Council meets the third Thursday of each month at 7:00 pm, except in July and August. Meetings provide opportunities to learn more about life at Perley Rideau, to share experiences and to support one another.

For questions about the Council please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: familycouncil.prvhc@gmail.com





“The National Volunteer Week Planning Committee helped create a wonderful celebration. This year, they decorated the Perley Rideau wagon and created a Wonder Word contest in the theme of “Volunteers: Our Greatest Natural Resource.”

Pictured left to right: Nancy Creelman, Bernie Arbuthnot, Lovdy Desjardins and Deborah Nicol

Celebrating National Volunteer Week, April 12-18

By Rachel Stoparczyk, Coordinator Volunteer Services

The Perley and Rideau Veterans’ Health Centre celebrated the contributions of our 350 volunteers throughout National Volunteer Week, April 12 – 18. This included an awards celebration in Lupton Hall on April 16, honouring thirty-seven individual volunteers for 5, 10, 15 and 20 years of service. David McGuinty, MP, was on hand to present certificates, through his Ottawa South Volunteer Initiative, to an additional ten outstanding volunteers.

The Volunteer of the Year award is presented annually at this celebration to an exceptional volunteer who exemplifies Perley Rideau’s core values and models the spirit of volunteerism. Congratulations to all of this year’s nominees, including: John Barclay (Veterans’ Council and Creative Arts), James Bradley (Resident Library), Lovdy Desjardins (Administration, Creative Arts and Recreation Therapy), Megan Graham (Music and Music Therapy), Gerry McGrath (Barber Shop, Bingo, Medical Escort), Lacey Rathwell (Foundation, Medical Escort, Pub), Vanessa Russell (Creative Arts) and Katherine Stewart (Creative Arts, Medical Escort, Family Transition).

Beverley Edgecombe was named the 2015 Volunteer of the Year. Beverley brings her tireless energy and cheerful personality to the Creative Arts studio twice a week. For twenty years, she been an enormous asset in the classroom, ensuring residents can explore their artistic talents and enjoy the benefits of pottery and woodworking. Congratulations, Bev!

Each year, volunteer teams are also nominated for going above and beyond to provide excellent service to residents, families and staff. Congratulations to the Choir, Family Transition and the Rideau Unit Visiting Volunteers for being nominated this year. The 2015 Volunteer Team Award was presented to the Bingo Team. This group of dedicated volunteers comes every Thursday afternoon, rain or shine, with smiles on their faces to ensure that residents can participate in the hugely popular Bingo program. We could not do it without them!

Finally, the 2015 Advocacy Award was given to Philippe Lepage. For several years, Phil has acted as the Perley Rideau liaison for the Korean Veterans’ Association (KVA). Phil makes certain that every Korean vet in our home receives an Ambassador for Peace medal and information and resources from the KVA. He is instrumental in helping the Recreation Therapists to organize a special Christmas party for this group. Congratulations are also extended to the dedicated volunteers on the Family and Friends Council who were nominated for their ongoing work to improve the quality of life for residents.

The breadth and depth of volunteer contributions at the Perley Rideau is truly remarkable. We are fortunate to have so many talented and generous individuals contributing their time to enrich our Seniors’ Village. Volunteers are truly our “Greatest Natural Resource”!

Volunteer Awards



Beverley Edgcombe
Volunteer of the Year



Philippe Lepage
Advocacy Award

5 Year Service Award Recipients



10 Year Service Award Recipients



15 Year Service Award Recipients



Bingo Volunteers Team Award



David McGuinty and Georgette Landriault



David McGuinty and Donna Cundell

20 Year Service Award Recipients

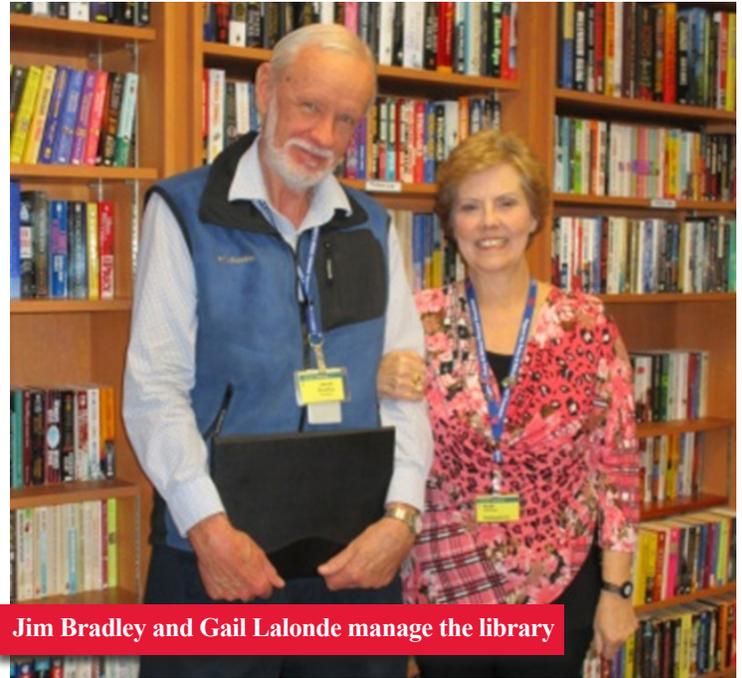


By Gail Lalonde, Volunteer

For many years the Perley Rideau has had a Library located on the second floor of the main building. Although a small space it has been used by our residents, staff and volunteers extensively. We have received many book donations over the years, beautiful military books referencing both World Wars I and II together with popular hardcover novels of the day, paperbacks covering all genres, and many large print books. We are very grateful for these donations as there is no budget to purchase books.

There are many other book locations throughout the facility:

- *Rideau 1 South Family Room*
- *Rideau 2 South Open Lounge*
- *Rideau 2 North Family Room*
- *Ottawa 2 West Family Room*
- *Ottawa 2 East Family Room*
- *Commissionaires Ottawa Place*
- *The Russell Road Apartments, 2nd floor and at the main entrance of the Perley Rideau.*



Jim Bradley and Gail Lalonde manage the library

The Libraries are maintained by Jim Bradley and Gail Lalonde.

Jim is a retired long-term employee of Air Canada and has managed the libraries for 10 years.

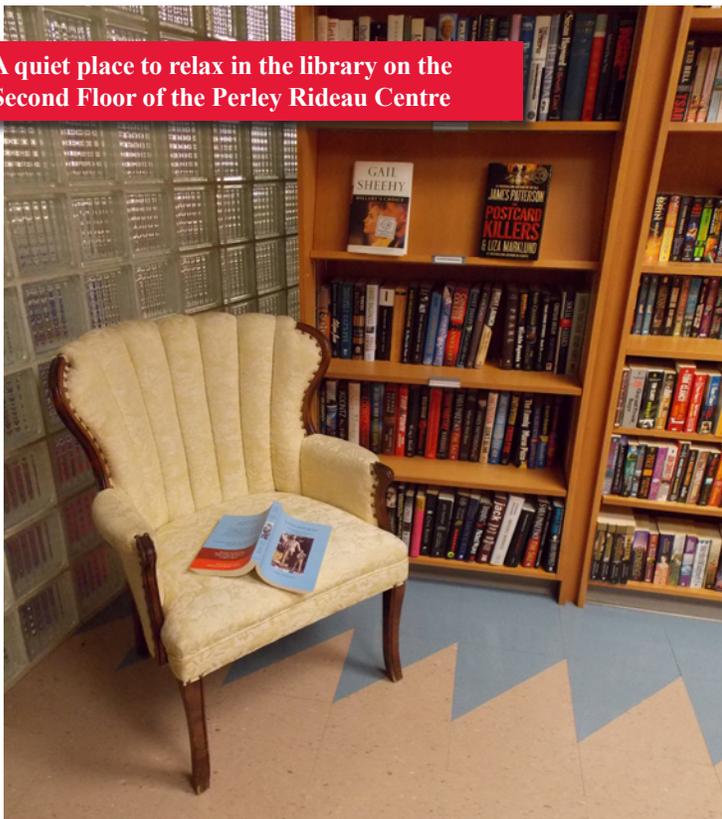
Jim has made use of his contacts in the community and will often donate our overflow to various organizations in the city. Jim takes care of the Library from November until mid-April when he's off to Nova Scotia to his summer cottage by the sea.

When Jim leaves us Gail takes over. Gail is a retired long-term employee of Xerox Canada and has managed the library for 4 years. Gail also volunteers in our Gift Shop on Fridays and is Book Store Manager at the Elmvale Acres Branch of the Ottawa Library.

As we grow and our book locations increase we have had some of our residents from the Commissionaires Ottawa Place offer to help us out and we couldn't be more pleased to welcome their assistance and get them involved in our library. Our residents are our best resource and we welcome their suggestions regarding the type of books they enjoy reading and any improvements we might make.

Please stop by and browse through our selection of books, borrowing is encouraged. We would ask that you please use our sign out book that's all that is required, we are on the honour system and no late fees apply here at the Perley Libraries!!!

A quiet place to relax in the library on the Second Floor of the Perley Rideau Centre



EARTHQUAKE McGOON

Noteworthy

Review by Deborah Nicol, Volunteer

While many were busy, busy, partaking in St. Patrick's Day festivities, the Perley and Rideau Veterans' Health Centre was celebrating the arrival of Mr. William A. Cosway. "Bill" is not only a very welcomed addition to our distinguished community of veterans at the Perley Rideau residence, he joins other Perley veterans who have published their memoirs.

"Earthquake McGoon" is Bill's memoir, first as an RCAF airman (R214205) and later as a Flying Officer (J45098). It describes his entry into the service as an 18-year-old on April 9, 1942, until his discharge in February of 1946. In reading his memoir, Bill would like us to appreciate that this is a Navigator's point-of-view, not that of a Pilot.

He volunteered for aircrew, trained as a navigator, flew a B24 Liberator to India where, attached to 355 Squadron and subsequently 159 PFF (Pathfinder) Squadron of the Royal Air Force in Bengal, he and his crew successfully completed 38 missions of all kinds in 'The Forgotten War' in South East Asia, eight more than the mandatory 30.

It gives a taste of what it was like to navigate a four-engine airplane halfway around the world using only dead reckoning and then to live in the unique conditions of an ancient, poorer and much different culture. Described is the special nature

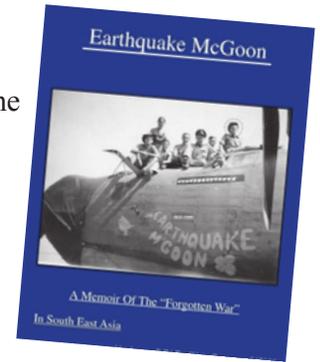
and experience of the war against the Japanese on very long, dangerous flights with his nine-man crew to poorly mapped far off places, without any electronic aids - particularly during the Monsoon season.

Forty pictures were selected from among those taken throughout his wartime service; half of them taken by his talented navigator friend Wendell W. Watters, two illustrative drawings and a number of interesting anecdotes are included in the narrative.

The Epilogue, in two parts, provides details on fallen comrades now buried in a military cemetery in Rangoon Burma, together with brief synoptic information on the post-war life the author subsequently created.

References, Reproductions of the Squadron Crests and a Map of the South East Asia combat area complete the memoir.

A big thank you to Mr. Cosway for donating a copy of his book to the Perley Library.



GUEST SUITE AVAILABLE FOR RENT

There is a one-bedroom furnished apartment in Building B, 1780 Russell Road, available for rent for short stays. This apartment is a convenient place to have friends and families of long term care residents and apartment tenants stay, when they visit overnight. The apartment can be booked by calling 613-526-7170 ext. 2009 or 2006. Cost is \$80.00 per night.



Reminiscence and Interactive Arts in Dementia Care Workshop

A Perley Rideau Volunteer shares the lessons from a recent training session for individuals supporting residents with dementia

By Breanne Fedak, Volunteer in Creative Arts



Recently, eight volunteers from the Creative Arts department were invited to Bruyère Continuing Care to attend the Reminiscence and Interactive Arts in Dementia Care workshop, led by Christine Novy. Volunteer Service generously provided the sponsorship for all eight Creative Arts volunteers to attend this workshop.

During the workshop, we were introduced to the benefits of Reminiscence care and shown how the use of objects, photographs and songs can help individuals with dementia recognize past experience through their different senses.

Novy allowed the attendees to practice within a safe, small group setting in creating their own Reminiscence session. Sharing amongst each other objects or songs that triggered strong past memories, the attendees recreated these past memories; transforming them into a skit that included everyone's participation. Challenged with needing to use all their five senses, the volunteers (now turned actors) had to sing, dance, draw, mimic or play out each other's stories. The session allowed each other to validate each other's memories and create together as a team, giving them the space to connect with each other on a very humane level. Together they were able to

experience firsthand how Reminiscence care encourages individuals to participate and communicate.

Attending the workshop was a fantastic introduction to how the creative arts can aid individuals with dementia. The challenge of breaking from a singular artistic practice, whatever the practice might be, and having to merge into multiple disciplines is a creative endeavor that many artists would enjoy. Reminiscence care requires the Artist to listen, record, research, edit, and help express the stories of the dementia patients. They become a guide in focusing their own creativity in a means that encourages a group to communicate, express, engage and laugh with each other.

Bingo!

A weekly highlight at Perley Rideau, residents take part in Bingo, earning the dedicated members the 2015 Volunteer Team Award.



Anecdotes from a Dozen Years in the Giving Gift Shop

A reminder to slow down and appreciate every moment; be kind; be true to yourself

By Jenny Hasson, Volunteer

After 12 years of serving as a volunteer in the gift shop, I am so grateful to all of the residents for allowing me the privilege of volunteering in your home. You have taught me so much about patience, kindness, gratitude, and compassion; I, in turn, would like to share five anecdotes with you about my experience volunteering at the Perley Rideau Gift shop.

A woman leaves her husband's room feeling completely exhausted. She stops to collect her thoughts...

How many years did we live in our home?

Oh, must be over 60 years now.

How will I get through the night?

He is all alone.

She walks through the hallways and turns the corner; there is a gift shop. She didn't notice it when they arrived today for the first time. She decides to go in just for a moment to take her mind off her troubles. The volunteers greet her and smile. It is obvious that she is overwhelmed, and they offer her a seat.

We chat for an hour, the time flies by. Where did the time go? After a hug and some kind words, the volunteers tell her to come back and see them anytime.

I arrive at the gift shop to start my day with all my troubles still on my mind. Soon after opening the shop, a man arrives in a wheelchair to buy some chocolates. He struggles to get the items he wants, but insists that he does not need any help. He wants to buy the chocolates for the Perley Rideau nurses and staff. He is clearly in pain, yet he is always so kind to the volunteers in the gift shop. I am humbled by this man's strength to face such physical challenges while he remains so kind to others. I carry his items back to his room. He asks if he can give me a hug. I respond: "Absolutely! I needed that!"



Three of the Gift Shop volunteers showing off one of the many stuffed animals for sale. From left to right: Frances Boon, Deborah Bennett, Gail Lalonde.

I have seen this fellow come into the gift shop many times. He loves to buy gifts for his family.

This particular time, I decide to ask him to tell me about himself. He tells me of the time he gave all of his rations to children who were starving in Holland. The memories of the war are still very clear in his mind. On Remembrance Day, he looks grand in his uniform and I ask him if I can have my photo taken with him. He said he would love that.

A loving daughter brings her mom into the gift shop. All of the things on the shelves and in the window provide stimulation for the mind: the smells, colours, textures, shiny objects, and let's not forget the singing stuffed animals!

A young student starts her first day volunteering in the gift shop.

I ask her if she is doing this to complete the volunteer requirement for high school. She says no, she has already completed it. I ask her if she is volunteering to gain retail experience for her resume. She says no, she is volunteering in the gift shop because she wants to. She loves it. Who raised this fine girl to be so patient and lovely with everyone who enters the gift shop?

These are the gifts that residents give to me each time I volunteer. They teach me how to put life in perspective; slow down and appreciate every moment; be kind; be true to yourself.



\$14,000 donation to purchase two new specially designed mattresses to help with the prevention and healing of pressure ulcers. Thank you to The Royal Canadian Legion District "G" Veterans Care and Comfort Fund. L to R: Aubrey Callan, District "G" Veterans Service Officer, Daniel Clapin, Foundation Executive Director, and Garry Pond, District "G" Commander



Generous donation (\$7500) from the Royal Canadian Legion Bells Corner Branch 593 to allow us to carry the tradition of excellent care for our veterans and seniors L to R: Joel Vansnick, Clifford Churchill, Gene Weber, Gib McElroy, Daniel Clapin, Flora Riley



The Royal Canadian Legion Barrhaven Branch 641 presented a generous cheque to The Perley and Rideau Veterans' Health Centre Foundation. L to R: Victor Chan, RCL Branch and Veteran Services Officer, Delphine Haslé, Foundation Development Officer, Sharon Wilson, RCL Chairman of Poppy Trust Committee, Daniel Clapin, Foundation Executive Director. Purchase of two specialized mattresses for help with the prevention and healing of pressure ulcers.

Priority Needs for 2015 Updated April 16, 2015*

By renewing your support for 2015 today, you will be helping the Foundation ensure that the best resident care is always available for your family, friends and loved ones. This year, your generosity will allow us to carry on the tradition of excellence by providing us with funds for:

* Items crossed out are priorities that have been realized in 2015

PROGRAMS

- **RECREATION AND CREATIVE ARTS - ~~\$135,000~~ \$75,000** will help us continue to provide residents with much appreciated recreation activities including arts and crafts, theatre, concerts, music and dance therapy
- **BURSARIES - \$10,000** to maintain the education and bursary fund. By investing in life-long learning for our staff, they will enhance their skills and stay at the forefront in caring

EQUIPMENT

- **\$83,000** to purchase Hi Lo beds to provide the safety of a lower bed, while offering the ability to adjust the height for transfers, entry/exit from the bed, and the provision of a comfortable work height for staff (**Bariatric @ \$4,000 each, regular at \$2,500 each**)
- **\$10,500** to purchase and install a new door alert alarm system to enhance the security of residents at risk of roaming outside (**@3,500 each**)
- ~~\$36,000~~ to purchase specially designed mattresses to help with the prevention and healing of pressure ulcers (5 mattresses @ \$7,200 ea)
- **\$56,000** to replace and purchase 8 new Sara Lifts (@7,000 ea), essential equipment used constantly throughout the day to make everyday activity a lot easier
- **\$60,000** to purchase 12 tilt/recline positioning wheelchairs, the ideal solution for positioning and pressure reduction needs, of particular importance for palliative care (**Broda Chairs @ \$5,000 ea**)
- ~~\$12,000~~ **\$10,000** to purchase 12 10 wheeled height-adjustable commodes used for toileting and shower to keep residents safe (**commodes @ \$1,000 ea**)
- ~~\$21,000~~ **\$18,000** to purchase 6 5 commercial 3500 watt microwaves to replace the existing ones that are

at the end of serviceable life in the Dining Rooms (**microwaves @ \$3,500 ea**)

- **\$6,000** to purchase 12 folding and portable wheelchairs to transport residents throughout the buildings for medical appointments or to recreation programs (**porter chairs @ \$500 ea**)
- **\$135,000** to replace 20 year old Dining Room furniture and flooring in our 9 Dining Rooms for a more functional and enhanced dining experience (**9 furnishings @ \$10,000 ea; 9 renovations @ \$5,000 ea**)
- **\$12,500** is needed to purchase 50 new bedside tables (**@ \$250 ea**)
- ~~\$10,600~~ to purchase a fully adjustable, power-operated shower chair particularly for residents with mobility issues
- ~~\$22,000~~ to replace and purchase 1 bladder scanner and stand, essential equipment given our age population

OUTDOOR IMPROVEMENTS

- **\$25,000 for furnishings, greenery and stone work** to improve safety and revitalize the entrance way to the Veteran occupied Rideau Home patio area
- ~~\$30,000~~ to repair the road surface south side of Perley Rideau to allow seniors to safely enjoy the grounds
- **\$50,000** to upgrade the courtyards to make them safer and more attractive for our residents and their families to enjoy (**2 courtyards @ \$25,000 ea**)

ENHANCED SERVICES

- ~~\$3,000~~ is needed to fund our Summer Youth and other Volunteer Programs.
- **\$1,000** to assist the Perley's Family and Friends Council carry out its mission of caring for our residents in many small but special ways.

OTHER PRIORITY NEEDS

- Projects and equipment needs that may emerge throughout the year.

BUILDING CHOICES, ENRICHING LIVES \$5 MILLION DOLLAR CAPITAL CAMPAIGN
(<http://www.buildingchoices.ca>)



14th Annual **Perley Rideau** Night at the Races

Thursday, May 7, 2015

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

Rideau Carleton Raceway and Slots

4837 Albion Road

\$60 includes \$25 income tax receipt, live race program, \$2 betting voucher, \$10 slot token \$30 Staff Association Members and 1 guest only
Silent auction and great raffle prizes to win!

Purchase your TICKET today at the Foundation Office or phone 613-526-7173. Deadline is Friday April 24 for tickets.

An Afternoon with *John McDermott* *in support of*

The Perley and Rideau Veterans' Health Centre Foundation and McDermott House Canada.

Sunday, June 14, 2015

Cocktail Reception & Concert 2:00 - 5:00 pm
at the Beechwood National Cemetery, 280 Beechwood Ave, Ottawa

An intimate musical afternoon with celebrated Celtic Tenor John McDermott.

In addition to his musical performance, the program will involve an opportunity to mingle with John and other guests at a meet and greet cocktail reception.

Tickets: \$150.00, includes \$80 income tax receipt

Tickets available at 613 526-7173 or foundation@prvhc.com

www.PerleyRideau.ca/John

Sponsored by



Please join us and support the health and well-being of the seniors and veterans in our community.



HOPE to Support The Perley and Rideau Veterans' Health Centre Foundation

The Perley Rideau Foundation has been selected as one of the six charities to benefit from this year's HOPE Volleyball SummerFest (<http://www.hopehelps.com/>).

Created in 1989 to benefit local charities, the one-day volleyball tournament is powered by volunteers. To date, HOPE has donated more than \$3.5 million to 110 local charities.

The Perley Rideau Foundation has committed to provide 50 volunteers for this year's event on July 11th when more than 25,000 players will descend on Mooney's Bay Beach.

Responding to the 2015 Priority Needs List of the Perley Rideau Health Centre, the Foundation will refurbish one

therapeutic courtyard by building a permanent gazebo to provide comfortable seating, replace a stone walk and construct raised planters that are wheelchair-accessible.

The Perley Rideau Foundation needs your support to meet its commitment; we need 50 volunteers to support this fun, local event.

To register or find out more please contact Delphine Haslé at 613-526-7170 ext. 7177 or email her at dhasle@prvhc.com

Follow HOPE SummerFest at [#1day6charities](https://www.facebook.com/1day6charities)

The Gift Shop Volunteers

The Gift Shop volunteers provide the Foundation with a cheque for \$35,000 during the recent Volunteer Week Celebrations.

In 19 years, the Gift Shop volunteers have donated more than \$414,000 to support the Perley and Rideau Veterans' Health Centre Foundation.

During the presentation, Dan Clapin, Executive Director of The Perley and Rideau Veterans' Health Centre Foundation said he looks forward to the day when total donations will break through the \$500,000 mark.

Thanks to all the volunteers for their commitment and ongoing support.



Personal Choice and Convenience Are Keys to Employee Giving Program

Flexibility and convenience are just two of the many reasons to consider joining the Employee Giving Program in support of the Perley and Rideau Veterans' Health Centre Foundation. Looking to expand on the program's first year when more than \$5,700.00 was raised, staff are provided simple and easy access to direct their charitable contributions in support of the Perley Rideau's Priority Needs List or the Building Choices, Enriching Lives Campaign.

There is still time to join the program for 2015. Sign-up forms are available in the HR computer room on the 1st floor of the Perley Centre. Just complete the sign up form and the Foundation takes care of the rest. Donations are automatically deducted from payroll each pay period and reported on your T4 statement at tax time.

Participation, not gift size, is important when it comes to Employee Giving. The Program is voluntary and all individual donations will be kept strictly confidential.

FACTS:

- 33% of the 2014 donations were directed to the Building Choices, Enriching Lives Campaign (Commissionaires Ottawa Place and Apartment buildings B)
- 67% of the 2014 donations were directed to the priority needs list of the Perley and Rideau Veterans' Health Centre (Long-Term Care Home)
- Imagine if every employee donate \$2 each pay over 52 weeks, the total raised in ONE year would be \$40,000!

Your participation is important, the greater the participation, the greater the impact on the lives of the people who call the Perley Rideau "home".

For more information, please contact Delphine Haslé at ext. 7177 or email dhasle@prvhc.com.

The RCMP Pipes and Drums and Dancers of the National Capital Region perform during a recent visit to the Perley Rideau Veterans' Health Centre.

PHOTO CREDITS: Lisa Elminowski and Charles Dumaresq



Concert

Lyonesse and Judy Woodstock join The Gospel Matters band during a recent Saturday performance in the Perley Rideau cafeteria.

The full-house of residents, family and friends also welcomed two special guests including Austin Woodstock and Kris Birchard, a member of the Perley Rideau Board of Directors.



A regular feature from the Alzheimer Society of Ottawa and Renfrew County

Description

Dementia-friendly communities an extremely successful initiative in the United Kingdom, Japan and Australia - and in Bobcaygeon, Ontario. The goal is to get individuals, businesses, professionals, schools, organizations and governments working together to make their community more friendly for people with dementia, as well as their caregivers.

The result is a more empathetic, tolerant community. People with dementia feel welcome in their community because they are given dignity and respect.

How it works in the community

People are educated about dementia, and how it feels to live with it. Then they are trained to make small, incremental changes in the way that they act when they are dealing with a person living with dementia.

“We have difficulties, but we’re not incapable. This program will help people with dementia to feel safe . . . and to have a positive experience in the community.”

Paul (a person with dementia)

How it works in business

Companies and employees are educated about dementia, and then develop the training and communications solutions to make the experience with their company easier for the person with dementia.

For example, 75% of people with dementia in the UK have difficulty using banks. Lloyd’s Bank of England has shown leadership by introducing the Dementia-friendly Financial Services Charter, implemented in all their branches.

<http://www.lloydsbankinggroup.com/our-purpose/helping-households/living-with-dementia/>

“People with dementia said ‘Don’t give me a credit card with a pin number because you know I forget my pin number. It’s not my problem, it’s your problem - you sort it. They had a meeting, of all the banks, and they’ve come up with a whole load of solutions which are going to make banking so much easier for people with dementia.”

Angela Rippon, British broadcaster, Co-Chair, UK Dementia Friendly Communities Program

Helpful videos

Title	Link	Length
Dementia Friends – need a million	http://www.youtube.com/watch?v=VD3epu4SB2Y	1.07 min
Small changes can make a difference	http://www.youtube.com/watch?v=Fz8ACEu7Lho	3.35 min
Angela Rippon – Co-Chair of David Cameron’s UK Dementia Friends Committee	http://www.youtube.com/watch?v=lnWNU10Eflg	3.29 min
Sporting Memories Network	http://www.youtube.com/watch?v=rfljudYyeZU	4.10 min
First UK Bus	http://www.youtube.com/watch?v=XFKG503UNGo	3.14 min
I Get by with a Little Help from My Friends	http://www.youtube.com/watch?v=LfrnWrpPq54	2.20 min

Dementia Resources from Alzheimer Society of Ottawa and Renfrew County

- Alzheimer Society: www.alzheimer.ca/ottawa
- ReThink Dementia: www.rethinkdementia.ca
- Les démences, on y repense : www.demencesonyrepense.ca

The Perley and Rideau Veterans' Health Centre - Quality Improvement Plan (QIP), objectives in its 2015/16

Overview

The Perley and Rideau Veterans' Health Centre (Perley Rideau) has an excellent reputation for providing quality care to seniors and veterans in the Ottawa area. Building on its experience in long-term care, the Perley Rideau has recently expanded programs and services across the continuum of care. The Perley Rideau's commitment to quality is clearly stated in its long-term vision: "An Advanced Health Centre for Seniors which will be a valued, sustainable centre for quality care, serving the elderly and their families...".

In 2010, the Perley Rideau released its 15-year strategic plan "Creating the Perley Rideau Seniors Village - A Community of Care". This strategic plan outlined a bold vision for the future of the Perley Rideau with clear deliverables, as well as a strategic framework that would enable the Health Centre to achieve its goals. The strategic plan was aligned with the goals of the Ministry of Health and Long Term Care, as well as the Champlain LHIN's integrated health service plan. Excellence in Resident Care and Services", was identified as the primary pillar in the strategic framework. As the Health Centre entered a period of transition, it re-affirmed its commitment to continue delivering high quality care in a healthy environment.

Perley Rideau has adopted a performance management system to align organizational strategy with execution and achievement. Each year, the team identifies performance priorities based on the strategic plan, Board priorities, identified risks/performance issues, etc. These objectives are prioritized and ranked based on a set of defined criteria, including strategic and political alignment, accreditation and regulatory requirements, impact on quality of care, risk, etc. The resulting Annual Operating Plan is then aligned with individual and team performance evaluation processes.

"Excellence in Resident Care and Services" has consistently been identified as one of the main areas in the Annual Operating Plan, and highlights the areas where improvement may be required. Specifics related to these areas (objectives, targets, change ideas, etc.) are outlined in the Health Centre's Quality Improvement Plan (QIP), which is a supporting document to the Operating Plan.

The Health Centre has identified the following objectives in its 2015/16 QIP:

- 1) Reduce the percentage of residents who had a fall in the last 30 days from 20.1% to 18%
- 2) Reduce the percentage of residents who had a worsening pressure ulcer from 4.5% to 3.5%
- 3) Reduce the use of daily physical restraints from 8.1% to 7%
- 4) Reduce the percentage of residents with worsening behavioural symptoms from 15.9% to 15.5%
- 5) Reduce the percentage of residents with worsening bladder control from 21.1% to 19%
- 6) Reduce the number of potentially avoidable ED visits per 100 residents from 23.8 to 18
- 7) Receive and use feedback regarding resident experience and quality of life
- 8) Continue to build a culture of safety
- 9) Continue to build QI capacity

Note: Performance targets reflect the blended average for veteran and community residents at the Perley Rideau.

Although the Health Centre has identified modest improvement targets for 2015/16, it anticipates that significant improvement will be achieved and maintained in each of the above-mentioned areas by 2018/19. As such, the Planned Improvement Initiatives identified for each objective reflect a 3-year cycle, recognizing that a phased approach to change will increase the likelihood of sustained improvement.

Integration and Continuity of Care

The Perley Rideau consistently seeks opportunities to partner with local health care organizations to improve the care and services it provides to residents.

The Perley Rideau is currently working with The Ottawa Hospital (TOH) and the Champlain CCAC on various initiatives to ensure appropriate care in the appropriate place. The Perley Rideau-TOH initiative is focused on building capacity and improving continuity of care for

frail seniors. If successful, this initiative will minimize the risk of hospital-acquired complications for residents, improve resident quality of life, decrease ED wait times and provide cost savings for the health care system and residents/families.

The Perley Rideau also participates in several communities of practice through various quality collaboratives, such as the Seniors Quality Leap Initiative, which is focusing on pain management in 2015.

Challenges, Risks and Mitigation Strategies

Front line staff involvement in quality improvement efforts is essential and yet it is difficult to dedicate front line staff time due to resource limitations. Perley Rideau is working with its front line clinical leaders to release staff time for quality improvement. The organization also works to integrate quality improvement activities into existing, scheduled meetings and activities as close to the work area as possible. As an example, quality improvement teams may leverage an existing staff meeting. Quality communication and input tools are frequently placed in staff in lounges for staff to comment and provide feedback at a time that is convenient to them.

Achieving quality improvement goals will require people to make fundamental changes to how they work, and will require people to learn new skills and new ways of doing things. This may lead to a certain resistance from staff and physicians, who are comfortable with the current way they provide care and might not see the need for change. Good engagement with all impacted stakeholders will be necessary to help people understand the rationale for change, see the benefits of change, and minimize their fears related to the change.

Finally, there is a limit to the amount of change staff and physicians can absorb at any given time. The Health Centre runs the risk of overloading staff with changes if quality improvement initiatives are not sequenced properly. This also could result in resistance or refusal to change. To minimize the likelihood of multiple projects being implemented at once, each QI team will develop an action plan for the year outlining stakeholders impacted, major project milestones, including the testing and implementation phases. The Management group will review each action plan and make recommendations to the implementation timelines as required.

Information Management

Perley Rideau primarily leverages information from its electronic health record, PointClickCare (PCC), to understand residents' needs and to inform quality improvement initiatives. This includes information pulled from RAI-MDS assessments as well as the incident reporting system. Data from PCC has historically been preferred to data provided through the CCRS e-reports system due to data timeliness and the ability to access more detailed information. The Management team is comfortable with learning from data for improvement, and reporting on key performance indicators to the Board of Directors. Although clinical data has been and continues to be provided to front line staff, work still needs to be done to make the data consistently accessible and useable at the front line staff level.

The Management team reviewed unadjusted CCRS e-report quarterly data for the period beginning Q1 2013 through Q2 2014 in developing the 2015/16 QIP. This data was used to compare the Health Centre's performance over time to the provincial average and benchmarks (if available), and to identify improvement targets for 2015/16. Due to the unavailability of up-to-date CCRS e-report data, QI teams will continue to use PCC data to evaluate the impact of their planned improvement initiatives.

It is important to note that the performance targets included in the 2015/16 QIP reflect the blended average for community and veteran residents at Perley Rideau.

Engagement of Clinicians and Leadership

Front line staff and leadership have been engaged throughout the development of the QIP. Early in the process, front line staff and leadership were asked to identify what aspects of care they thought were important to address. Clinical performance data were made available at this time. Feedback was solicited during PSW and registered staff meetings on the units, and at management meetings. Once priorities were identified, staff were again consulted about the proposed change ideas.

Targets for each objective were selected based on a review of internal and provincial data, benchmarks (if available), and an understanding of the potential for improvement (based on current practice and best

practice). Preliminary targets were identified by a group representing executive leadership (Chief Nursing Officer, Chief Operating Officer, Director of Nursing Operations) and front line clinical leadership (Managers of Resident Care, PSW Supervisors). Refined targets were subsequently brought forward to the Management team for discussion and approval.

Patient/Resident/Client Engagement

There are currently three (3) active councils within the Health Centre, namely, the Veteran Residents Council, the Community Residents Council, and the Family and Friends Council (FFC). The Management team enjoys a positive working relationship with all 3 councils. Members of the Management team have standing invitations to attend all council meetings, and have made a commitment to send at least one representative to all meetings. In addition, at least one Executive leader attends all meetings of the FFC Executive.

Historically, the Management team has sought feedback from the councils related to various aspects of the Health Centre's operations, such as the annual resident/family experience surveys, annual budget, operating plan, etc.

The Management team has sought and continues to seek resident and family feedback related to the content of the QIP. A draft of the QIP was brought forward to the FFC

as well as the Veteran Residents Council Executive for discussion and review. Feedback from both groups was very positive, and members' priorities for improvement are reflected in the final QIP, particularly regarding resident and family experience. The leadership group has identified further opportunities to discuss the QIP with additional residents, and will follow-up in these areas in the coming weeks.

Accountability Management

The Board of Directors holds the Chief Executive Officer accountable for implementing the QIP. The plan is approved by the Board of Directors and monitored quarterly by the Board Quality of Life and Safety Committee as well as the Management Quality and Safety Committee. The Board of Directors monitors performance quarterly through the Performance and Risk Monitoring Framework.

Quality Improvement Plan goals are embedded in Perley Rideau's leader evaluation process. All members of the leadership team, from Executive leaders to front line leaders, carry QIP goals aligned with their areas of responsibility. Goals include the metric QIP target and are supported by quarterly action plans. Progress is monitored monthly and adjustments made as required.

Nursing Graduate Guarantee Program

Perley and Rideau Veterans' Health Centre is pleased to participate in the Ontario Ministry of Health and Long-Term Care's Nursing Graduate Guarantee program. The Guarantee provides nurses, both RN and RPN's, who graduate in Ontario from recognized College and University nursing programs, a guaranteed full-time nursing job for up to six months in an extended clinical orientation period. The experience leads to the prospect of applying for permanent positions at Perley Rideau.

While in the six-month position there is a multi-disciplinary focus on long term care, working on multiple units and all shifts. The Perley and Rideau Veterans' Health Centre offers clinical and educational activities that facilitate professional development and personal growth for new nurse graduates. The educationally rich and emotionally supportive environment allows nurses to integrate theory with the skills needed to deliver resident-centred care.

Perley Rideau residents, clients and staff benefit from the enthusiasm and commitment to our Mission that these young women and men bring with them. Since 2012 we have had almost 40 new graduates participate in the program.

We highly encourage current employees who are enrolled in RN or RPN programs to discuss this opportunity with their managers and apply. We also invite applications from qualified candidates that have a keen interest in building a career in seniors' health. For information on searching for and applying to jobs through the Health Force Ontario portal, you can obtain more information about these opportunities through the Health Force Ontario portal.

April 23 - Flavours of the World

You are invited to experience the Flavours of the World, a monthly lunchtime celebration in the cafeteria of the Perley Rideau Centre.

Featuring themed meals from around the world, Perley Rideau's chefs will offer these homemade meals at affordable prices.

Join us on April 23rd from 11-2 when the first meal in the series will be prepared by Meseret Befkadu, celebrating her Ethiopian heritage.

April 23, 2015- Ethiopian Heritage Day Menu

- Injera – Sourdough flatbread enjoyed with stew
- Kay sga wot – Beef stew cooked in a red pepper based sauce
- Misir wot (Vegetarian) – Red lentil stew cooked in a red pepper based sauce
- Alichik wot (Vegetarian) – Split pea stew cooked in a mild sauce
- Gomen (Vegan) – Kale braised with mild spices

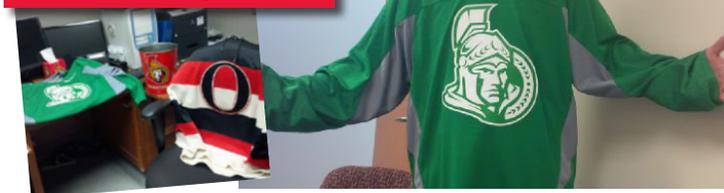
For more information, please contact Robin Tremblay, Food Service Supervisor Cafeteria/Catering, ext. 2606.

Watch this space for more information and details on upcoming meals.



A special visitor helps Perley Rideau's Human Resources HRIS Administrator celebrate a milestone. Congrats, Debbie.

Never too late to show your true colours: Green with envy, the Manager of Support Services jumps on the Sens bandwagon.



Zumba Fundraiser

Carla and Walter (PSWs from ALS) are organizing "ZUMBA DANCE" for the staff on June 6 at 3:30pm-5:30 pm at Lupton Hall.

The event is free.

All donations are welcome and will be directed to the Perley and Rideau Veterans' Health Centre Foundation.

Payroll Winners - \$100

March 26th

- Terrance Godfrey from Housekeeping
- Glodilyn Solis from Gatineau 2 South

APRIL 9th

- Jennifer Golan from Gatineau 1 North
- Sam H. Wossene also from Gatineau 1 North

**Next draw will be
April 23rd 2015**

Vol. 18-04

Newsletter credits

Thanks to everyone who helped with the March newsletter including; Ursula Lamoureux, Helen Teeple, Cassy Hopkins, Robyn Oraziotti, Rachel Stoparczyk, Diana Hennessy (FFC), Debbie Seto, Carolyn Vollicks, Delphine Haslé, Denise Lavoie, Ross Imrie, Tom Lilly (T Graphics)

From the Editor: Thanks to everyone who contributed an item, shared a story or tip or just showed the interest in picking up or downloading the Perley Rideau Village newsletter.

All omissions and mistakes are mine. Please let me know where a correction is needed. I welcome all stories, news tips or advance notice or events.

Please email me at jinnes@prvhc.com.

**Deadline to submit for the
May newsletter is May 15, 2015.**

Coming in the May Newsletter:

1. Skin in the game: Exciting news coming for the Perley Rideau Village
2. Nursing Week is coming May 11-15, 2015
3. Concert celebrating Canada's involvement in the Liberation of the Netherlands 70 years ago



2015 STAFF APPRECIATION

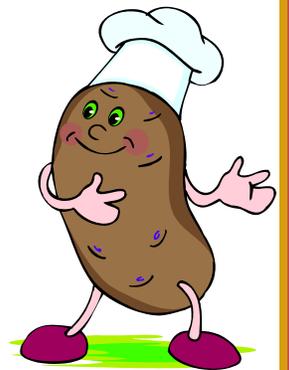
“SPRING FLING BBQ” **OUR VILLAGE IS GROWING**



Thursday May 28th, 2015



Day staff 1130-1330
Evening staff 1630-1830
Night staff 2300-2400



Sign- up sheets will be available
Thurs. April 30th – Wed. May 14th, 2015