

May 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. 20-04



VAC Parliamentary Secretary
Sherry Romando



MPP Ottawa South
John Fraser



Premier of Ontario
Kathleen Wynne



Governor General of Canada
David Johnston

Thank You For All Your Support!

Inside:

- The stories behind the visits of all these distinguished individuals, pages 3,9,10,11
- Celebrating our Nurses and front line care teams, pages 15-16
- Staff Appreciation, Foundation News and More!

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





Jannine Atkinson

Jannine Atkinson is responsible for Leadership Giving at the Perley and Rideau Veterans' Health Centre Foundation. Jannine brings senior development experience to the role, having previously led the Advancement team at Ashbury College, where she was responsible for securing financial resources to help support Ashbury College's Strategic Plan.

Prior to this, at the University of Ottawa, Jannine held the position of Manager of Development for the Centre for Global and Community Engagement and the Faculty of Science, where she worked closely with individual, foundation and corporate donors. She gained over 15 years of varied fundraising experience with a wide range of community based organizations including Junior Achievement of Eastern Ontario, the Sens Foundation, Habitat for Humanity and the Heart and Stroke Foundation. Jannine also has marketing and communications experience developed through several years working at ISO in Geneva, Switzerland.

Jannine and her husband are active volunteers in their home community of Pakenham, where her three grown children were raised. She holds a Bachelor of Arts (History) from McGill University, is a Certified Fundraising Executive (CFRE), and recently completed her Civil Law Certificate at the University of Ottawa. She is proficient in both English and French.



Concetta Santoro

Concetta Santoro joins the Perley Rideau team as the Support Services Coordinator supporting the Director and Manager of Support Services. Following graduation from Carleton University with a Bachelor of Arts (major in Sociology and minor in Psychology), Concetta worked at the Symphony Senior Living, Kanata, Ontario where she worked in various positions as the Administrative Receptionist and Personal Support Worker. Concetta currently holds certificates in the Gentle Persuasive Approach (GPA), Unregulated Care Provider Certificate (UCP), Smart Serve Ontario and St. John's CPR/ First Aid Training. Known for her customer service approach and her willingness to assist others we are glad to have Concetta join our Support Services team.



Kim Wilson

Kim Wilson recently joined the Perley Rideau as the Accounts Payable Administrator in the Finance Team to replace Denise Lavoie on her retirement. Kim has over ten years' experience working in Accounts Payable and Accounts Receivable processing in other commercial organizations. With considerable experience in working across multiple departments, analyzing and problem-solving different situations and maintaining both internal and external relationships, and known for her calm demeanour while managing through sometimes demanding situations, Kim will continue to provide a high level of service to the Perley Rideau team. Reporting to the Controller, we welcome Kim to our team!

National Volunteer Week 2017



The Perley and Rideau Veterans' Health Centre celebrated the contributions of our 400 volunteers throughout National Volunteer Week, April 23 - 29. It was an extra special week, including a visit, at The Perley Rideau Foundation Donor Reception, from Their Excellencies the Right Honourable David Johnston, Governor General and Commander-in-Chief of Canada and Mrs. Sharon Johnston to present Sovereign's Medals for Volunteers to François Savard and Dave Hamel. This official Canadian honour pays tribute to the dedication and exemplary commitment of exceptional volunteers across the country.

This was a great opportunity to highlight the contributions of two volunteers, who have quietly gone about their work in the background, several days per week, for a combined total of nearly 45 years. These two Veterans of the Royal Canadian Air Force volunteered to serve their country and went on to make a lifelong commitment to serving their community.

François Savard was recognized for visiting his fellow Veterans in long-term care for over 23 years, and – along with his late wife – for generously donating many hours of labour and support to his parish and to the Vistas community newspaper. While François has been decorated with many medals, including for combat in the Second World War, this presentation was the first of its kind for him. He received all his other medals by mail!

Dave Hamel has volunteered about 13 hours every week, for the past 19 years, creating and producing the kits that are used in our very popular woodworking classes. He was commended for his outstanding commitment and for taking a leadership role in ensuring safety, both in the Perley Rideau woodshop and also in his condominium complex, where he regularly puts his handyman skills to work to help his neighbours.

Of course, our National Volunteer Week celebrations also included the annual dinner and awards ceremony, on April 27.

This year, we were honoured to have Veteran-resident Mr. Jerry Bowen presenting awards to the volunteers. It was very meaningful to all in attendance to hear Mr. Bowen, a lifelong volunteer himself, speak of the impact volunteers make, improving quality of life for those who call Perley Rideau home.

Individual volunteers were recognized this year for 5, 10, 15, 20, 25 and 30 years of service. What incredible dedication! Ottawa South Volunteer Initiative certificates were also presented, to nominated volunteers with five or more years of service, on behalf of David McGuinty, Member of Parliament. See photos on pages 5-7.

At the event, we announced the winners of the Volunteer of the Year, Advocacy, and Team awards (please see the April newsletter for a full list of nominees in all categories).

Bob Gemmell was named the Volunteer of the Year for 2017. Bob is a most humble individual who consistently puts the needs of residents first. For a little over two years, he has volunteered at least three full days per week, providing friendly and palliative care visits, helping with Recreation activities, Family Transition support to new admissions, conducting Resident Quality of Life Surveys and assisting with special events. Bob received ten separate nominations from staff who were so eager to recognize his quiet strength, his unflinching desire to help those most in need, his patience, compassion, his empathy and his tireless dedication. Congratulations, Bob, on this very well deserved recognition and, on behalf of all our residents, thank you so much for being you.



Volunteering

The Advocacy Award was given to Joan Olinik, a deserving Perley Rideau family member, donor and volunteer. Joan inspires everyone who comes to know her with her deep compassion, enormously generous heart and fearless resolve to protect and honour Perley Rideau residents. As one of her three nominators noted, “how she finds the time to work in all her kindnesses is a mystery”. Not only is she an active and highly engaged member of the Family & Friends Council Executive, the Veterans’ Council and several quality improvement committees, Joan has successfully advocated on behalf of our Perley Rideau community at the municipal and provincial levels. Thank you, Joan, and congratulations!

Finally, the 2017 Team Award was given to a group of 15 volunteers, ranging in age from their early 20’s to their late 80’s, each of whom ensures that our residents’ pub is open for Happy Hour every day of the year. The Pub Volunteers provide so much more than cold refreshments and snacks. They ensure a safe, comfortable environment, where

residents can imbibe with volunteers who quickly become friends. With roughly \$14,000 in sales last year – they also raised significant funds for resident activities.

As is their annual tradition during National Volunteer Week, volunteers from the Perley Rideau Boutique presented the Foundation with a very significant donation, representing their profits from the previous year. Dan Clapin, Executive Director of Perley Rideau Foundation, accepted a cheque for \$30,000 from Deborah Bennett, Gift Shop Manager. The volunteers chose to direct funds this year towards the Summer Youth Program (\$3,500) and the purchase of four commercial-grade dishwashers (\$26,500) urgently needed for resident units.

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. We appreciate your service all year round!

Sovereign’s Medal for Volunteers



(Left to Right) Doug Brousseau, Acting Foundation Chair; recipient Dave Hamel; Governor General David Johnston; recipient François Savard.



François Savard receives Sovereign’s Medal for Volunteers from Governor General David Johnston



Dave Hamel receives Sovereign’s Medal for Volunteers from Governor General David Johnston

Service Awards



Ray Bailey, Family & Friends Council Chair, receives 5-year pin from Ron Buck, Chair, Perley Rideau Board of Directors and Jerry Bowen, Resident



Émelie Perron-Clow, receives 5-year pin from Jerry Bowen and Mary Boutette, Chief Operating Officer



George Nitschky: 10-year pin



Mary Teske: 15-year pin



Bernie Arbuthnott: 20-year pin

20
YEARS



Frances Boon: 20-year pin

20
YEARS



Nancy Creelman: 20-year pin

25
YEARS



Deborah Bennett: 25-year pin

25
YEARS



Jim McGuire: 25-year pin

Ottawa South Volunteer Initiative



Ann Blair



John Cox



Moiria Moriarity

Special Presentations



Joan Olinik, *Advocacy Award*



Bob Gemmell, *Volunteer of the Year*



Pub Volunteers, *Team Award*



Gift Shop cheque presentation

Service Awards

(Not Pictured)



Dianna Hennessy
Joan Sirrs



Carol MacFarlane



Cheryl Ranacher

Ottawa South Volunteer Initiative

(Not Pictured)

Dianne Breton • Philip Herbst • Cynthia Hoisak • Brian McGill • Kit McKay • Dalton McIntyre



THANK YOU

FOR ATTENDING THE

May Town Hall

Excellence in Care and Sustainability

3 Shifts

8 Town Halls

15 Hours

157 Staff and Volunteers Attended

Staff and volunteers were surveyed and asked to rank their responses between 1 (poor); 2 (fair); 3 (good); 4 (very good); 5 (excellent).

Note that at Perley Rideau we always strive for a score of 4 (very good) or better!

145 The numbers of 5s (excellent) received in the survey!

4.4 Clarity and completeness of presentation

4.2 Were you able to get the answer to something you had been questioning?

4.4 Were the presentations helpful to you in understanding the issues that were addressed?

4.4 Sufficiency of time for questions and feedback

4.5 Overall rating for the session
Top Score. Thank you!

Do you have a question that wasn't addressed? Please email your question to info@prvhc.com. We promise to read your message and provide a prompt response.

Governor General Honours Volunteers During Perley Rideau Visit



This year's Perley Rideau Foundation Donor Reception welcomed two honoured guests: their Excellencies the Right Honourable David Johnston, Governor General of Canada, along with Mrs. Sharon Johnston. The Governor General is Patron of the Perley and Rideau Veterans' Health Centre. Led in by bagpiper John Cameron Yourt of the RCMP Pipes and Drums, their Excellencies enjoyed a warm welcome from the well-dressed audience of more than 200 people.

A highlight of the invitation-only event, held on April 26, was the Governor General's presentation of the Sovereign's Medal to two long-serving Perley Rideau volunteers. For 25 years, François Savard has regularly visited residents in long-term care and chronicled the stories of Veterans. Dave Hamel has supported woodworking programs at the Perley for 19 years, devoting more than 12,000 hours of his time. The Sovereign's Medal for Volunteers recognizes the remarkable volunteer achievements of Canadians from across the country in a wide range of fields.

During their time in Rideau Hall, Mr. and Mrs. Johnston have focused much of their energies on celebrating volunteerism and on encouraging all Canadians to answer the call to service. The Donor Reception took place on April 26, during National Volunteer Week.

During his remarks, the Governor General reminded the audience that: "even the smallest act of giving can have a profound ripple effect." He also expressed his appreciation for the men and women who support the Perley Rideau. "The Perley and Rideau Veterans' Health Centre is a great example of the kind of caring and community spirit we want to encourage and celebrate in Canada."

Following the official part of the ceremony, the Governor General posed for photographs and spoke with dozens of individual attendees. All were inspired by his genuine, gracious and unpretentious manner.

Premier's Visit Inspires Hope for SAFE Proposal

Ontario Premier Kathleen Wynne visited the Perley Rideau on April 27 to discuss a proposal that could significantly improve access to care for elderly patients in Ottawa. The proposal targets a specific group: elderly hospital patients who are not well enough to return home, yet who no longer need hospital care. Under a proposed pilot project known as SAFE (Sub-Acute Care for Frail Elderly), these patients would transfer to a dedicated unit at the Perley Rideau and convalesce until well enough to return home.

Like many hospitals across the province, the Ottawa Hospital operates well above capacity. Patients can wait in the emergency room for days until a bed frees up on a ward. A big contributor to the problem is the lack of appropriate care for the so-called frail elderly.

"I don't want people waiting in our emergency department for hours or even days to get into a bed," says Dr. Jeffrey Turnbull, Ottawa Hospital's Chief of Staff. "We need something in the middle and the Perley Rideau is an ideal option."

"We can divert these men and women from long-term care altogether by transferring them to the Perley Rideau immediately," says Akos Hoffer, CEO of the Perley and Rideau Veterans' Health Centre. "We would provide them specialized care until they're ready to go back home or to a retirement home. This would help ease the backlogs in both the hospital and the long-term care system."

During her visit, Premier Wynne discussed the SAFE proposal with both executives along with other healthcare officials. Implementing the SAFE Unit pilot would cost about \$1 million in up-front costs; ongoing operations would largely be financed through the long-term care funding already in place. Over the long run, the initial investment would generate significant savings for the healthcare system, as a stay in the SAFE unit would cost approximately \$100 less per person per day than a stay in hospital. The concept of the SAFE unit earned the support of the Champlain Local Health Integration Network and a formal proposal was submitted to the Ontario Ministry of Health and Long-Term Care more than a year ago.

While at the Perley Rideau, Premier Wynne also visited with residents in the creative-arts studio, where she painted alongside Veterans, and also visited with residents in the cafeteria.



Premier Kathleen Wynne thanks Howard for the unique memento from his personal collection in the ceramic studio

Perley Rideau Officially Opens 25 Long-Term Care Beds for *Other Qualified Veterans*



Major (ret'd) Gerald (Jerry) Bowen & Master Warrant Officer Anthony (Tony) Cobden

On Tuesday May 9th, the Perley Rideau community gathered together to celebrate the approval of 25 new long-term care beds for Veterans. Those eligible must have served in the armed forces for a minimum of 365 days, are in receipt of a disability benefit, or are Allied Veterans in need of long-term care in Ontario. Approval for the beds came from both Veterans Affairs Canada and the Ontario Ministry of Health and Long Term Care. For the families, friends, residents, stakeholders, board members and government officials who came together to welcome new Veterans, the afternoon celebration was a reminder that the Perley Rideau is committed to finding solutions and opportunities to care for both the community, and its Veteran residents. In paying tribute to the leadership at the Perley Rideau, Jean Cloutier, City Councillor, said CEO Akos Hoffer and Ron Buck “are an advocate for everyone.”

Sometimes, it is easy to forget that our Veterans were once young boys and girls. In a moving speech Sherry Romando, reminded the audience that, “since the First World War, Canada’s commitment to supporting quality care for injured, disabled and aging Veterans has been a priority. It’s also important to me, personally — not only as a Member of Parliament and a Parliamentary Secretary to the Minister of Veterans Affairs, but also as the mother of two current members of the Canadian Armed Forces.” Ron Buck, Chairman of the Board, David McGuinty MP Ottawa South and John Fraser MPP Ottawa South also included personal stories that directly connected them to the Veteran community at the Perley Rideau. And of course, no celebration at the Perley Rideau is complete without a musical component that includes music composed and sung by staff members Kathleen Johnson, Pegi Jenkins and Samantha DeBenedet and residents Larry and Warwick. While the event ended with the unveiling of a new banner that recognized the Army, Navy, and Air Force, the purest moment may well have been when resident Larry Windmill sang *What a Wonderful World*.

Major Gerald (Jerry) Bowen, a Second World War and Korean War Veteran who retired from service after 32 years, captivated the crowd as he recalled forging his baptismal certificate and thus enlisting shy of his 17th birthday. “Back in those days, everyone was behind us – I couldn’t wait to get in.” His words reflect the message that he shared with new Veterans as he spoke to what they can expect at the Perley Rideau beginning with the staff who “are wonderful – they serve you completely. Their idea is whatever is best for vets – we will give it to them.” Bowen spoke directly to the “new fellas” assuring them that anyone who is engaged with residents is there to help and got a chuckle out of the crowd when he added that “Lord only knows a lot of us need help”. Bowen reflected on his military life saying it was stimulating, that the men and women were wonderful people and many of them are still his friends. He spoke for all residents when he ended with the words, “glad to see you on board, glad so see you, we’re on board with you. Cheers mates.”

Master Warrant Officer Tony Cobden, Volunteer since 2008

Remarks delivered at the May 9th Event to commemorate the new 25 beds for Other Qualified Veterans

Mrs. Romanado, Mr. McGuinty, Mr. Hoffer, Mr. Fraser, Vice-Admiral Retired Buck, Col. Chang Bae Yoon, other distinguished guests, Retired vets and family members, I would like to start by saying I am honoured to be here today and be part of this prestigious event. The addition of 25 new beds to the Perley Rideau Veterans home is an amazing initiative and one which will be enjoyed by Veterans for years to come.

My service over three and a half decades has taken me all over Canada, to the Canadian Arctic, to the warm beaches of California; to the Mediterranean country of Italy, two tours of duty in Afghanistan, and three Sea deployments.

I first started volunteering at the Perley Rideau in March 2008. At the time I was doing my French language training with the CAF and speaking with the Vets was an opportunity suggested by one of my classmates to practice our French. The time we spent at the Perley Rideau was very rewarding and helped the three of us obtain our French profile. Unfortunately my colleagues both got posted away but they often asked me if I was still a volunteer and how the Vets are doing. After completing my French course I continued to volunteer at the Perley Rideau for the reason of wanting to give something back to the Vets for their service and sacrifice to our country

I have experienced first-hand the love, compassion and genuine caring which the staff display on a daily basis to our WW II and Korean War vets. After being witness to this I knew right then I needed to be a part of this. Working with the Physio department is very rewarding. It is completely gratifying to see the progress and increased mobility of the Vets and to feel that I am contributing to that in some small way. The work the Physio section does greatly enhances the quality of care and allows the vets to be more mobile and thus more independent.

Over the past nine years I have continued to volunteer when I could and thoroughly enjoy my time assisting and working with the Physio section. Over the years I have also supported other events like Recreational programs, BBQ's, the 22 Push-up challenge, serving Christmas meals and Remembrance Day. Thanks to the outstanding support funds which Veterans Affairs Canada provides the Perley Rideau including financial support of more than one million dollars per year, the Perley is able to fund various Recreational events as well as their creative arts programs. These programs enhance the Vets experience and quality of life during their stay at the Perley.



I have enjoyed interacting with the Veterans over the years and hearing some amazing stories and have gained bonds of friendship with several vets including Cliff, Albon and Gibby. I have thoroughly enjoyed these experiences and look forward to spending time getting to know other Vets in the coming years. The friendships I have gained here at the Perley Rideau are priceless and I will never forget them. Often people ask me why I volunteer at the Perley Rideau and I tell them biggest reason I continue to volunteer is simply to give something back to the Vets. I am truly humbled by their sacrifice, heroism and self before country mind-set. I strive to do everything in my power to make their day happier and brighter. The Perley Rideau will always remain high on my priority list.

Regarding the news that Perley Rideau will be receiving an extra 25 beds -- it is outstanding. This will enable the modern day Veterans to be housed with the WW II/ Korean war vets. The expanded definition of a Veteran will allow for Veterans who served in a variety of operations including other conflicts and Peacekeeping missions to share the gift which is the Perley Rideau. This announcement is a wonderful initiative which will allow Veterans of all walks of life the opportunity to experience something great and spend the remainder of their time in a loving and caring facility while receiving the highest level of care. This will fulfill a need and give the new Vets the feeling of being part of a military community again and will most definitely give them a sense of belonging.

J'espère que les nouveaux vétérans auront un merveilleux séjour au Perley Rideau. Merci beaucoup et bonne journée.

Circle of Care – Who’s in? Who’s out?

By Jennifer Plant, Director of Clinical Practice

- The circle of care refers to all medical professionals assigned to provide services to a resident
 - This can include doctors, nurses, personal support workers, Occupational Therapists, Physiotherapists, Recreation staff and others.
- Volunteers are also in the circle of care, but the information they would require differs from medical staff (see case studies next page, for some examples)
- The level of information provided to anyone (employee or volunteer) on the team must be required for the work they are doing with the resident

What is PHIPA and what is my role?

- The Personal Health Information Protection Act, 2004, known as PHIPA.
- You have a responsibility to understand:
 - How PHIPA impacts your role
 - Policy and procedures or other directives to maintain the confidentiality and privacy of resident health information
- Information will be accessible to individuals:
 - Within the circle of care (based on their role in the circle of care)
 - Outside of the circle of care as long as the resident has signed a consent
 - Based on legal obligations

Being PHIPA Compliant

- Keep your resident information in confidence and only share, when appropriate, with other health professionals within the “circle of care” or with those agreed to through express informed consent by the resident or substitute decision maker
- Take steps that are reasonable in the circumstances to ensure that your resident’s personal health information is safe and protected from theft, loss and unauthorized use, copying, modification (e.g. log-out of records when not in use)
- Participate in annual privacy education with periodic refresher sessions

Requests for sharing information - What if I am not certain?

- If there is a request for information from a person who feels they are in the circle of care and require the information and you are not certain:
 - Confirm whether they are in the circle of care
 - Ask yourself, do they require this information to complete their job?
 - Ask your supervisor for help if you still are not certain
- Different levels of involvement, requires different levels of information access

Requests from outside the Circle of Care

- Ensure that the resident or their substitute decision maker has signed an authorization for release of information
- Ensure that the resident or substitute decision maker understands what information the team will share

Requests for legal purposes

- Always refer to your immediate supervisor in order to determine the best course of action and to ensure the health centre is managing their legal obligations while adhering to PHIPA



CASE STUDY #1

A volunteer who regularly helps in the dining room is assigned to feed a new resident. He asks staff for more information, to get to know the individual. What can staff share with the volunteer?

- A. Resident's age, diagnosis and power of attorney
- B. Resident's diet, food preferences and any impairments that impact his ability to eat
- C. Resident's interests and favorite topics of conversation
- D. B & C

Correct answer is D.

The volunteer needs enough information about the resident to provide safe, quality care within the context of his responsibilities. If a volunteer is feeding, they need to know about diet, swallowing disorders, ability to handle utensils, etc. Volunteers can also contribute to a pleasant dining experience when they know a few personal details about the resident to help engage in conversation.

CASE STUDY #2

Two volunteers regularly support the same resident, one for morning exercise classes and the other for Creative Arts in the afternoon. They bump into each other in the cafeteria and get chatting about the resident's recent change in behaviour.

Is this conversation:

- A. A good way to share information between two individuals who both care about the resident?
- B. Something they should be sharing with the larger group, because other volunteers likely help this resident, too?
- C. Harmless gossip?
- D. A privacy breach?

Correct answer: D

Conversations about residents should not occur in public places. Furthermore, no gossip is acceptable. If volunteers are concerned about resident behaviour, they should ask their supervisor for guidance and support.



Comfort Care Rounding for Long-Term Care: At the recent AdvantAGE Ontario conference, Perley Rideau staff introduced "comfort care" rounds and explained how the proactive practice helps to reduce falls, pressure ulcers, pain and improve residents' quality of life.

(Left to Right) Lacey Sheng, Performance Improvement Consultant; Mary Boutette, Chief Operating Officer; Jennifer Plant, Director of Clinical Practice.

In Honour of Nurses

By Regina Dool, RN

It's that time of year again - Nursing Week. This year, Nursing Week was May 8 - 14, and the Perley Rideau Nursing Week committee had lots of activities planned for everyone to participate!

Some people recognize Nursing Week as a week to get free tea, pizza, cookies or cinnamon buns, but besides all the free stuff, why do we really celebrate Nursing Week? I posed this question to my fellow nurses and their responses were :

- *"Because nurses are overworked and the general public doesn't know how they help."*
- *"To acknowledge the rock stars of health care."*
- *"To recognize the importance of nursing as a profession... that we deserve to be invested in for better health outcomes"*
- *"Because nurses are under appreciated and without them things would fall apart."*
- *"Because we give so much of ourselves that there needs to be one week to give back to the nurses."*

It sounds like nursing is a pretty important role in the health care industry, but what does it mean to be a Nurse? The International Council Of Nurses (2017) defined "nursing" as "the promotion of health, prevention of illness, and the care of ill, disabled and dying people". Virginia Henderson (a Nursing theorist born 1897 and died in 1996) stated that "Nursing is rooted from the needs of humanity and is founded on the ideal of service."

Thinking of the role of nurses and personal support workers (PSWs) at the Perley Rideau, do the above statements accurately describe what they do? Imagine what would happen if there were no nurses or PSWs on the unit. Who would assist the frail man to get out of his bed? Who would prevent a woman with diabetes from getting wounds on her feet? Who would provide oxygen therapy to the resident having shortness of breath? Who would take care of our residents?

Nurses and PSWs are the ones who provide direct care to our residents, who collaborate with other disciplines to develop a plan of care, who take orders from physicians and make sure that they make sense and are safe and appropriate, who offer compassionate support to a family

member when they feel sadness, anger, guilt or frustration. Nurses put themselves second and always think of the residents and their families first. It is true that a nurse can go an entire eight-hour shift without time to eat lunch or even take a bathroom break.

In recognition of all these things, and the many more heroic things that they do, the International Council of Nurses (ICN) designated May 12th as International Nurses Day in 1971. This day was chosen in honour of Florence Nightingale's Birthday, a social reformer and founder of modern nursing. Later, in 1985, the Canadian Minister of Health proclaimed the second week of May as National Nursing Week in Canada (RNAO, 2016).

Nursing week is meant for everyone to take time to reflect on what nurses and PSWs do, and to show them that we care about them and respect what they do. The Perley Rideau Nursing Week Committee planned an exciting week of celebrations. While having fun, we celebrated all our accomplishments as health care workers and did our best to thank each other for all the dedication, care, and compassion we provide to our residents. We are important. We make a difference in many people's lives; and we should not downplay the hard work we do.

Nursing has progressed and developed so much throughout the years and in light of all the new changes we should be proud of ourselves for adapting to the evolving population. During this week – and every week -- please take the time to thank the nurses on the floor and let them know that they are appreciated, and without them, our residents would not get the care they deserve.

The Nursing Week committee would also like to thank all who participated in and supported the Nursing Week Events. It was a great success! Also a special thanks to our sponsors who make the week-long event possible.

A Year of Best Practice

By Daniela Acosta, RN



We all know that time can fly by fast, but it never ceases to surprise and amaze us just how lightning fast that experience of time can really be. Though it only seems like yesterday, it was one year ago that we started on our Best Practice Spotlight Organization (BPSO) journey together with the goal of implementing four Best Practice Guidelines (BPGs) across the home and promoting the value of using evidenced based approaches in our everyday professional practices. The effort, work and dedication that has gone into this initiative have really been extraordinary, making our first year in the BPSO designation program

with the Registered Nurses' Association of Ontario (RNAO) a wonderful success!

Over the last year, our four BPG implementation teams have jumped right into their implementation work and began developing, trialling and evaluating new interventions to encourage evidenced-based practice change throughout the facility. Each team has seen their successes throughout the past year.

Implementation of the RNAO's BPG "Prevention of Falls and Fall Injuries in Older Adults," has mostly



been completed and is now moving into a sustainability phase. As a result of their efforts, the Perley Rideau is beginning to see a declining trend in the number of falls that residents are experiencing. Furthermore, a more standardized approach to assessing for fall injuries has been created, improving post fall care for residents.

The Painkillers, the BPG implementation team for RNAO's BPG "Assessment and Management of Pain", has also educated and brought new standardized tools for the team to use when assessing pain in residents. This is to ensure the assessments are more accurate and occurring more frequently. As a result, increased and/or unmanaged pain in residents is also decreasing.

The Responsive Behaviours team, responsible for implementing the RNAO's BPG "Dementia, Delirium and Depression in Older adults: Assessment and Care," has been working to improve the identification and approach to addressing behavioural and psychological symptoms of dementia, including education, revamping the behaviour mapping and Mini Mental Status Exam processes, and creating more individualized care plans for residents with dementia.

The Skin and Wound Team, who implements the RNAO's BPG "Risk Assessment and Prevention of Pressure Injuries," has had success in standardizing skin and wound assessments for residents to help prevent future pressure injuries as well as provide continued monitoring and treatment of existing wounds.

In addition to the intensive work around BPG implementation, the Perley Rideau has also had to ensure that they are meeting the BPSO program deliverables as well. The BPSO steering committee has met monthly to discuss BPSO implementation at the Perley Rideau and make decisions necessary to move the program forward. This includes discussions about strategies to engage various disciplines and teams in adopting best practices.

Best Practice Champions are the leaders in the BPSO project. The Perley Rideau has trained over thirty-four Best Practice Champions so far, which surpassed the requirements from the RNAO in year one! Perley Rideau staff want to become Champions in order to help implement best practices and see resident care improved. Champion training is led by the RNAO and teaches them the process of integrating best practices from a guideline into everyday best practice.

The RNAO also values knowledge exchange, meaning

that organizations, Champions and healthcare professionals should share their experiences and lessons learned with others. By sharing, and creating a network of healthcare professionals, we can expand the use of best practices and make it easier for others, and ourselves, to make practice changes that are sustainable and successful. We can improve the care of not only our residents, but those across Ontario, Canada and even the world. Over the last year, various Champions have presented our work to other facilities, on community webinars and at conferences, spreading awareness of the positive impact that the Perley Rideau team has had on healthcare outcomes. Furthermore, we have also connected with multiple mentors at other facilities to learn how to overcome implementation challenges with processes that have already been tried and have worked.

In conclusion, a lot of activity has occurred over the last year to create a culture of evidenced based practice and improve the care of our residents. As we enter year two of the BPSO program, we are currently on track to reach the BPSO designation that we are striving for. Thank you so much to the Perley Rideau community for working with the BPSO leaders in accepting, developing, utilizing and evaluating these continual changes and improvements. You are truly dedicated to the care that you provide. With all these achievements, it is no wonder that this past year slipped by quickly, like water from our hands. However, we still have two more years of work to do in order to become a BPSO designated facility. Since time can feel like it is flying faster than the speed of light, our two-year goals are not really that far out of sight.



Thank you to the Nursing Week planning committee for all their hard work to celebrate our nurses each and every day. Bravo!

Inaugural PATH Education Round

The inaugural PATH Education Round was hosted on May 17th, 2017 in the Games Room of the Perley Rideau for all staff, physicians, family members and volunteers. Attendance was high: 47 participants listened and asked questions to Geriatrician Dr. Ruth Ellen, Samantha Hallgren (RN, PATH-level 5), Loredana Nita (RN, PATH Fellowship) and Colleen LaPlante (daughter of a PATH participant). Themes discussed included the context and need for PATH, a case study illustrating PATH at the Perley Rideau as well as lessons learned and changes introduced.

The session served as a teaching tool to facilitate the understanding of PATH and how one can improve quality, safety and resident care at the Perley Rideau. Participants highly rated the session and a series of PATH Rounds will be offered quarterly to all staff to continue building capacity and understanding of PATH.



Dr. Ruth Ellen greets a resident recently on the Gatineau Unit



Samantha Hallgren RN, GNC, Psychogeriatric Resource Nurse, recently received her PATH Level 5 certification from Dr. Ruth Ellen. Congratulations on your achievement, Sam.

PATH at the Perley and Rideau Veterans' Health Centre



PATH Background

- Palliative and Therapeutic Harmonization (PATH) is an approach to care that helps frail 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.
- It guides frail older adults through the process of making health care decisions that protect their best interests and quality of life.

What makes PATH unique?

PATH puts frailty at the fore-front of decision-making. Frailty provides information about how to contextualize risk, what to expect in the future and how to plan care. We see an opportunity for PATH to transform Ontario's practices for caring for older adults with frailty. Many frail older adults continue to die in pain and isolation, with inattention to symptom management. This happens because frailty is often not recognized as a life limiting condition, or if it is recognized, its prognostic importance is not well understood. Understanding frailty as a medical condition is essential to providing the right care, at the right time, in the right place.

Perley Rideau's Vision for PATH

- In line with Perley Rideau's strategic objective to become recognized as a Centre of Excellence, the organization aims to use a PATH model of care to support every Perley Rideau resident.
- Recognizing that it will take significant time and effort to realize this vision, a phased implementation has been planned, beginning with a pilot on G1N and R2N.

Equipping our Front-Line Personnel

- Since the fall of 2016, over 20 individuals have been trained in the PATH approach and tools. These individuals have been supporting PATH assessments on two pilot units (R2N and G1N), along with supporting some referrals for residents in the Ottawa building.
- Recognizing the opportunity to further refine processes and expectations before expanding the pilot, we have decided to refocus our efforts on G1N in the coming months. During this time, we will be leveraging the expertise of Dr. Ellen to build competencies and to test a scalable framework for spreading PATH across the facility. Referrals from other units will be prioritized and may continue to experience delays as we build capacity.

Initiatives planned to support the spread of PATH

- Quarterly PATH educational rounds to share stories and lessons learned from experiences during the pilot (starting in May)
- Physician-focused training session with PATH founders Drs. Mallery and Moorhouse (fall 2017)
- Additional PATH training for registered staff and the full care team
- Establishment of a core "PATH Team" to support implementation and capacity-building on other units

Unit Clerk Transitioning

A core group consisting of residents, families, and members of the care team have been working together developing new processes to meet the needs on resident units specific to:

- Newspaper Delivery
- Mail Delivery
- Appointments
- General Communications needs

We would like to recognize the valuable contributions of the Unit Clerks have and wish them all the best in their future endeavours.

Over the coming months we appreciate the support of all our team to ensure a smooth transition.

New Modifications to Procedures

Newspaper Delivery:

- Housekeeping staff will deliver the newspapers to the resident's rooms each morning.

Mail Delivery:

- The Personal Support Worker (PSW) providing care to Resident's will deliver the mail from Canada Post to the resident's rooms each day.
- To ensure timely mail delivery and respect for personal confidentiality, we request family members who currently retrieve Canada Post mail for a resident at the communications desk to have this mail redirected to the family member's home address.
- Family mailboxes for internal communications needs will be located at each communications station on all units, as is the current practice.

Appointments/Transportation:

- We need the support of families to assist the care teams on the units to ensure external appointments and transportation needs are booked for residents. Family members are requested to book appointments and transportation and to inform the registered staff of these appointments and arrangements the night

before the appointment. Together with the care team, Perley Rideau will ensure that the resident and all required documentation are prepared for the appointment. As always, if you require assistance for any reason, please contact the registered staff on the unit.

Communications:

- To assist with communication the phone number of the Registered Practical Nurse on each unit is now posted on each unit of the home. This point of contact was filled during weekdays by the Unit Clerks but now families should call the RPNs phone number when seeking staff.
- The registered staff have peak times during their shifts that require focus and attention. These standardized times include medication administration and report times. We ask that families make every effort not to contact staff during these busy times:
 - 7:00-9:00
 - 11:30 am to 1:30 pm
 - 2:30 pm to 3:30 pm
 - 4:30 pm to 5:30 pm
 - 7:00 pm to 9:00 pm
- The Nurse Call System is currently being installed throughout the home. Once the work is complete, all frontline care providers can be reached through a call to their cell phone to respond to family questions. Once the Nurse Call System is installed, all the telephone numbers for care providers will be displayed in the Perley Rideau telephone directory and on each unit.

Thank you to everyone for the support and patience during this transition.

Residents are creating giant papier mache provincial flowers to decorate the cafeteria. This project is led by Creative Art Instructor Bree Fedak, a new member of the Perley Rideau team.



Prairie Lily: Saskatchewan



The Alberta Rose



Staff Appreciation Day was held on May 25th in the cafeteria. Not even the rain could put a damper on the day's mood as staff visited and chatted, snapped selfies and Perley Rideau management recognized all the hard work of staff throughout the year. The day-long barbecue and costume contest kicked off celebrations for Canada's 150th Birthday for all three shifts. One inspired group broke into a full rendition of O Canada. Red and white dominated the day supported by a very enthusiastic group of hosers, a human flag and plenty of other creative costumes.



Staff Appreciation BBQ 2017 Wrap Up

Thank you to everyone who participated in our staff appreciation event on Thurs. May 25th. We really enjoy taking the time to say thank you to all of you for all of your hard work and dedication!

The following people/groups won prizes for the best costumes: CONGRATULATIONS!!!!

1st place-- \$100.00 cash

Hosers –Recreation & Creative Arts

2nd place- \$75.00 cash

Human Canadian Flag –Human Resources & Admin

3rd place –\$50 cash

Mr. Canada – Dave Harris

(Thank you to the Staff Association for these gifts!)

****Please see Carolyn Vollicks (ext. 7421) for your prize \$\$\$*

Thank you to everyone who dressed up, Canada 150 was a lot of fun!





A Truly Relaxing Day: Members of the Perley Rideau Physio & Massage Team lend a hand – or two – by providing massages to staff during the luncheon.



Two Thumbs Up: The Ottawa Mission thankfully received the generous donations from staff.

Thank you to our very generous sponsors

- Family & Friends Council
- Big Rig
- Van Houtte
- Ontario Medical Supply
- Medical Pharmacies
- Perley Rideau Physiotherapy & Massage Clinic
- Emond Harnden
- Coughlin & Associates
- Perley Rideau Management Team

For those of you we missed....

For everyone on days and evening who were not able to participate in the staff appreciation BBQ, you are entitled to a \$5.00 voucher in the cafeteria. Please present yourself to the cash (cafeteria) with your nametag and you will get \$5.00 off your purchase between Monday June 5th and Sunday June 18th, 2017.

For everyone on nights who were not able to participate, please see the commissionaire (Main Reception) with your nametag for \$5.00 cash to be able to use in the vending machines between Monday June 5th and Sunday June 18th, 2017.

Special “thank you” to the Support Services staff that help us make this BBQ possible!

And thanks to all of you for what you do **EVERYDAY!**



Family And Friends Council

Our April meeting was held on April 21st at which Jessie Stephenson, the Perley Rideau's Spiritual Care Worker, reviewed **Life Balance and Mindful Self Care**. Jessie provided a brief presentation of what it means to practice 'self-care' (caring for the caregiver) within our daily lives and the concept and practice of mindfulness, followed by two mindfulness exercises that engaged meeting attendees. Discussion followed about the importance and impact of taking time to care for ourselves as caregivers within the context of mindfulness.

Our most recent monthly meeting was held on May 18th at which Josh Landry, Regional Ethicist for the Champlain Centre for Health Care Ethics, presented a review of **Substitute decision-making, lying, and ethics**. Josh discussed the role and challenges of the substitute decision-maker in long-term care, and how, in some cases, 'white lies' may be justified. The session was very well attended and an active discussion followed about ethical issues and their impact on the quality of life of the resident, and the immediate and extended family involved in caregiving.

Our **June education session is Thursday, June 8th in Lupton Hall from 2:00pm – 4:00pm**. The theme will

include a review of Managing Frailty using the **PATH (Palliative and Therapeutic Harmonization) approach to care**. Additionally the speakers will talk to challenges and opportunities of implementing PATH at the Perley Rideau, for the staff, residents and families. The format will be a combination presentation and panel discussion featuring Dr. Ruth Ellen BScH, MD, FRCPC, a Geriatric Medicine Specialist. The panel will include registered staff working with PATH in their roles and a family member who has experienced the PATH journey.



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





PATH – Palliative and Therapeutic Harmonization



Thursday, June 8, 2016
2:00 pm to 4:00 pm
Lupton Hall

For: Perley Staff, Families, Friends, Volunteers and Residents

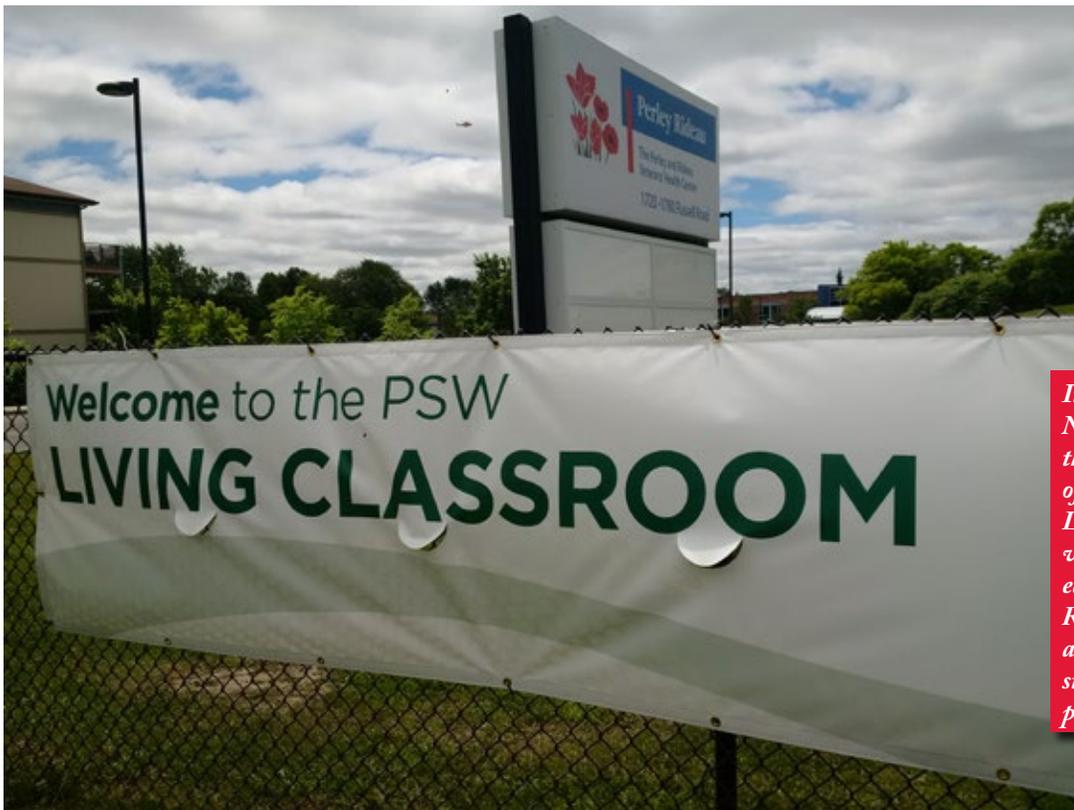
Speakers:

Dr. Ruth Ellen, BSch MD FRCPC Geriatric & Internal Medicine.
We will also hear from Perley Rideau nurses implementing PATH
and a family member.

This will be followed by a panel discussion.

*This event is sponsored jointly by the Family and Friends Council and Management of The Perley and Rideau
Veterans' Health Centre*

For more information contact: familycouncil.prvhc@gmail.com



It was only fitting that during Nursing Week 2017, we welcomed the first Algonquin College Class of PSWs to the Perley Rideau Living Classroom. These students will complete all aspects of their education and training at Perley Rideau. We look forward to a long and lasting relationship with these students, their professors and our partners from Algonquin College.





Fashion Show

Kathy Watson-LeBlanc, daughter of a resident, organized a benefit fashion show at the Perley Rideau to raise money for the palliative music program. A great time was had by all, and \$5,000.00 was raised! Thank you Kathy for helping our staff to continue to provide excellent therapeutic program. Left to Right: Carolyn Vollicks, Director of Community Outreach and Programming; Kathy Watson-LeBlanc; Delphine Haslé, Foundation Development Officer.

Caverhill Tree of Life

Linda Ball, daughter of resident Warwick Caverhill, placed a Silver Leaf on the Foundation's Tree of Life in honour of her father's creativity. This meaningful ceremony allowed Warwick and his family a chance to thank Creative Arts Studio staff for all of the good work they do in helping residents thrive each day. Thank you all! Left to Right: Barbara Caverhill; resident Warwick Caverhill; Sara Francis, Foundation administrator; Linda Ball; Wyatt Boyd, Recreation & Creative Arts staff; Kathleen Johnson, Recreation & Creative Arts staff.



Westboro & Strathcona Legion

Thank you to members of the Royal Canadian Legion Ottawa Poppy Fund (Westboro Branch 480 and Strathcona Branch 595) – including resident Doris Jenkins – for your generous gift of \$5,000.00! The donation will go towards the purchase of dining room furniture to provide Veterans, like Doris, a more comfortable, safe and enhanced dining experience. Left to Right: Daniel Clapin, Foundation Executive Director; Doris Jenkins, resident and Legion member; Delphine Haslé, Foundation Development Officer.



Donor Reception

On April 26th the Foundation hosted its annual Donor Reception featuring Their Excellencies The Right Honourable David Johnston, Governor General and Commander-in-Chief of Canada, and Mrs. Sharon Johnston. The annual event is an opportunity for the Foundation to thank the generous donors who support the Foundation. The Governor General's remarks on the importance of volunteerism and philanthropy were fitting and well-received. Thank you to Their Excellencies, and to all of our donors who help to improve the lives of residents and Veterans every day of the year! Left to Right: Akos Hoffer, Perley Rideau CEO; Doug Brousseau, Acting Foundation Chair; Her Excellency Mrs. Sharon Johnston; His Excellency The Right Honourable David Johnston; Ron Buck, Health Centre Chair; Daniel Clapin, Foundation Executive Director.

Director General Aerospace Equipment Program Management (DGAEPM)

On April 12th, over 60 members of the Director General Aerospace Equipment Program Management (DGAEPM) visited the Perley Rideau to honour Veterans, including two residents, with new leaves on the Tree of Life. Members of the DGAEPM also raised funds to purchase a new ice-machine for residents. The ice-machine is a must-have piece of equipment for food safety and for personal comfort – especially when swallowing medication pills. Thank you to all DGAEPM members for your honouring of our Veterans and support of our residents! Pictured are DGAEPM representatives and Daniel Clapin, Foundation Executive Director.



Donor Reception II – Support our Troops

As part of the festivities of the annual Donor Reception, Support our Troops was pleased to present a cheque for \$33,950.00 to replace 20-year old furniture and flooring in a Veteran-occupied dining room. Support our Troops has helped provide life-giving programs and equipment to the Perley Rideau Veterans since 2013, donating over \$230,000.00. Thank you to Support our Troops for all you do to honour the men and women who served our country! Left to Right: Steve Fash, Canadian Forces Morale and Welfare Services (CFMWS), VP Corporate Services; Sandy Gauthier, Support Our Troops National Manager; Delphine Haslé, Foundation Development Officer; Commodore Sean Cantelon, CFMWS Director General; Dominic McAlea, Foundation Board Director.



Donor Reception III – Kanata Legion

The Royal Canadian Legion Br 638 Kanata presented a cheque for \$2,400.00 to the Foundation during the annual Donor Reception. This money will be used to purchase a special pressure-relief mattress, ideal for preventing and healing ulcers. Thank you to the Royal Canadian Legion Br 648 Kanata members for your ongoing generosity! Left to Right: Lorraine Lapensée, President; Doug Brousseau, Foundation Director; Moira Green, Poppy Campaign Chair; Doug Rowland, Poppy Trust Fund Chair.



Night at the Races – Post Races

The Foundation is pleased to announce that the 16th annual Night at the Races was a record-breaking success, raising over \$49,000.00 net! Sponsors, staff, family, and friends all came together to make this possible - and to have a fabulous evening filled with delicious food, exciting Silent Auction prizes, and horse-racing! Thank you to all who attended and supported the event - your giving truly does matter. Left to Right: The winning horse of Race 8, representatives from the sponsors of Race 8 - Bell Business Markets, Doherty & Associates, & Viking Fire; Bob Publicover, Foundation Director.





Ottawa Garden Club

Did you know that the Ottawa Garden Club volunteers their time to care for the courtyards in the Rideau residence? On May 9, members of the Ottawa Garden Club gathered together to mark the installation of two new benches in the Rideau courtyards, paid for with their own donations. The benches were placed in memory of Larry and Anstace Esmonde-White. Left to Right: Miranda, Larry and Anstace's daughter; Kelly Noel, Ottawa Garden Club President; Oliver, Larry and Anstace's son

Osgoode RCL donation

Thank you to members of the Royal Canadian Legion Branch 589 Osgoode for your very generous donation of \$2,000.00! The donation will help purchase comfortable furniture to enable frail seniors to sit safely and enhance their accessibility to services and shops. Left to Right: Poppy Chair Peter Valdystyn; Delphine Haslé, Foundation Development Officer; Daniel Clapin, Foundation Executive Director; Elsie Hickey, Royal Canadian Legion Br 589 Osgoode member.

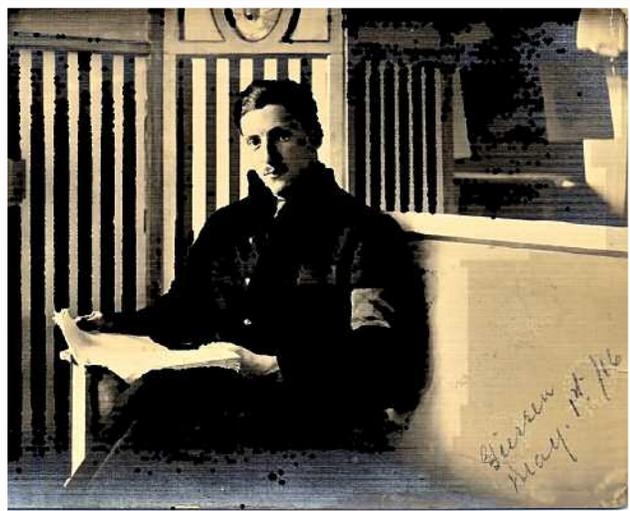


Senator Martin and the Korean Veterans Association

On May 12th the Foundation welcomed Senator Yonah Martin as well as members of the Korean Veteran Association for a tour of the Perley Rideau and celebration of the creation of a new 25-bed program for Veterans not previously covered under long term care. Pictured are resident Veterans, representatives of the Korean Veteran Association, and Senator Yonah Martin



Inspired by Dad's Service



Alan Beddoe at a POW camp in Giessen, Germany in May of 1916.



Charles Beddoe

Charles Beddoe was determined to follow in the footsteps of his father, who served in the Second Battalion of the Canadian Expeditionary Force during World War I. Charles enlisted soon after Canada declared war on Germany in 1939 and served a variety of roles in naval intelligence and as a combat cameraman.

“My father, Alan Beddoe, was captured during the second battle of Ypres and spent more than two years in German prisoner-of-war camps,” says Charles Beddoe, a 97 year-old resident of the Perley and Rideau Veterans’ Health Centre. “They eventually transferred him as an exchange prisoner to Switzerland. He met and married my mother in Geneva before moving back to Canada.”

Charles Beddoe 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.

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

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

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



Perley Rideau

Safety-We Are Worth It

\$afety Bonus is back

You could win an \$80 gift certificate

Complete your Health and Safety Training

Each time you complete a Health and Safety Module you are entered into the draw.

May 25- winners were Marie McCarthy, Evelyn Delos Reyes and Cynthia Bernardo

Next Draws: September 22 and December 13.

Each date we will draw 3 names from the completed Health and Safety training records in Surge. Those 3 employees will receive a \$80 Gift Card to be presented by your Manager.

Why?

Because the Perley Rideau would like to recognize your positive safety behaviour.





The Dementia Society



(Formerly the Alzheimer Society of Ottawa and Renfrew County)



Walk for Alzheimer's, held in support of The Dementia Society (formerly the Alzheimer Society of Ottawa and Renfrew County) on May 13th at Tunney's Pasture raised over \$300,000 with the support of over 800 participants. The success of Ottawa's Walk was made possible with the generosity of its premier sponsor Collins Barrow Chartered Accountants, major sponsor Symphony Senior Living, and contributions from many community organizations.

www.alzheimerottawa.ca

Charitable Registration No. 11878 5013 RR0001



The Dementia Society



(Formerly the Alzheimer Society of Ottawa and Renfrew County)

There were thousands of donors, and over 100 event volunteers who worked together with The Dementia Society to make a difference for local families living with dementia. All funds raised stay in the local community to provide support, education and resources to people impacted by dementia.

For those who weren't able to make it out on event day, there's still time to give and make a difference as donations received until June 30 will add to the Walk for Alzheimer's total. Visit www.alzheimerottawa.ca or call 613-523-4004.



Jill Fritsch and her family.

Jill Fritsch was the top individual fundraiser at the 2016 Walk and again this year. "I walk to remember my dad," she says "and because I want to make sure others in Ottawa can access the same wise and kind help my family has received from this incredible organization".

THANK YOU to our top local fundraisers:

- Top individual: **Jill Fritsch** \$21,935.50 (of team Holby's Heroes)
- Top non-corporate team: **Renfrew Memory Makers** \$11,734.71 (team captain John Wilson)
- *Top corporate team:* **GGFL Paul Morton** \$10,540.00 (team captain Paul Morton)

The Dementia Society thanks the following generous sponsors: Collins Barrow Chartered Accountants, Symphony Senior Living, Revera Retirement Living, Urbandale Construction, All Seniors Care Living Centres, Riverstone Retirement Communities, Billings Lodge Retirement Community, Walls and Ceilings Contractors Association, Alavida Lifestyles, Sussex Retirement Living, Perley and Rideau Veterans' Health Centre, Sysco Central Ontario, Facilities Commercial Realty, Fifty-Five Plus Magazine, Kelly Funeral Homes by Arbor Memorial, Bob Wall of Royal LePage Performance Realty Brokerage, Heart to Home Meals, and Tea and Toast.

The Dementia Society's exclusive electronic media partner was Bell Media. We're grateful for the promotional support from CTV, CFRA 580, TSN 1200 and Majic100. CTV's Katie Griffin served as the excellent emcee.

To learn more about The Dementia Society's programs, made possible thanks to events like May 13th's Walk, please visit www.alzheimerottawa.ca or call 613-523-4004 in Ottawa or 1-888-411-2067 in Renfrew County.

For more information:

Debbie Seto, Communications Manager
The Dementia Society (formerly the Alzheimer Society of Ottawa and Renfrew County)
dseto@asorc.org 613-523-4004

www.alzheimerottawa.ca

Dementia Education and Caregiver Support Program

April – June, 2017

Dementia Basics

This six session course provides an overview of Alzheimer’s disease and other dementias including diagnoses, classification, symptomology and common characteristics and behaviours. A review of available interventions and supports in Ottawa is provided as well as information regarding common caregiver/care partner roles, responses and challenges.

Offered free of charge ten times a year in day and evening time slots alternating east and west locations. Suitable for caregivers, adult learners, front line social service or health care workers.

Supporting Dementia

This two session group program provides an opportunity for *caregivers* of people with Alzheimer disease and other dementias to review information and learn managing strategies related to the demands they face in their caregiver role as well as regarding “responsive behaviours”. Communication strategies, identifying, preventing and coping with stress, accessing respite and other support interventions will also be discussed and where appropriate used in role play and group exercises.

Offered free of charge quarterly. Suitable for active caregivers of people with dementia interested in learning and accessing support and peer interaction, without their care partner in attendance.

Living with Dementia

Similar in content to the above two-session “Supporting Dementia” program, this version is offered to *persons with dementia accompanied by their caregiver*. Covering topics such as “Living Well with Memory Changes” the focus of learning and discussion is the unique experience of the diagnosed individual as well as on the caregiver/person with dementia partnership (couples or other). Topics include reviewing the impact of dementia on communication, relationships and lifestyle. Information will be provided on care resources and options. The group will also explore issues such as dealing with denial, anger, depression and other psycho-social impacts of dementia and above all around developing strategies, together, for facing challenges ahead. Participation in this program may be followed by involvement in a monthly gathering “Connections”.

Offered free of charge quarterly. Suitable for individuals in the early to mid stages of dementia and their primary caregiver (spouse, partner, child, grandchild etc.)

Support Groups for Caregivers

1. Discussion and sharing groups for caregivers led by a volunteer facilitator meeting in different parts of Ottawa and Renfrew County. They meet once a month providing an opportunity to explore issues facing them in their day to day role as caregivers.
2. *COMING FALL OF 2017*
A Peer Support group model using a self-managed approach i.e. no designated facilitator, and utilizing a “Book Club” approach using discussion guides over ten weeks. Participants will have the opportunity to talk about common issues faced by caregivers including crisis management, care planning, making tough decision such as long term care placement, ambivalence and grief etc.

Social Programs

Minds in Motion (Ottawa only):

Designed for people with early to mid-stage dementia AND their caregiver. Offered in eight week sessions the programs provides one hour of physical activity and one of brain-health exercises. Fun, social and good for your health!

Minds in Song (Ottawa only):

Similar to Minds in Motion but built around the power of music and the activities of singing, playing and sometimes a dance or two. 1.5 hr classes weekly for 12 weeks (\$85 per course).

Lunch Bunch (Ottawa) or Coffee Club (Renfrew County):

Informal social time for people with dementia and their caregivers to enjoy together.

And watch for **Minds in Art** coming Fall of 2017.

TO REGISTER AND FIND TIMES AND LOCATIONS PLEASE CONTACT

AMANDA (OR CORRI) AT 613-523-4004

OR CHECK OUT OUR WEBSITE AT www.alzheimerottawa.ca



True Gertrude Shines in Singing Competition

A few words from Gertrude Létourneau (Trudy), a musician at the Perley Rideau Veterans' Health Centre

As mentioned in the last newsletter, I was one of the three finalists in the Montreal singing competition, Ma Première Place des Arts. The televised concert was held on May 2nd. It was quite a thrill to sing for over 420 people with a great band and a TV crew. Even though I did not win, I feel I gave the performance of my life. All the years singing with the Perley Rideau residents, engaging them in the music help me connecting with the audience. I received wonderful comments, the best one being: "C'était du vrai Gertrude!" (It was true Gertrude) I want to thank everyone for their support and for cheering for me. You can see my performance on YouTube by clicking on the link <https://www.youtube.com/watch?v=wuuBkpmJbg>

*Until my next musical adventure...
Trudy*



Adaptive Nightwear for Residents Available for Sale at the Gift Shop

The gift shop now has sample adaptive nightwear for viewing and ordering.

The photo shows two women's samples and two men's samples. There are also socks with gripper feet to assist residents who choose to sleep in socks and may wish to get up in the night. Safety first! Socks that don't slip on the floor!

Timing is great with Father's Day approaching and the gift shop has lots to offer.

Thank you to the Gift Shop team for being so responsive to the needs of our residents and families.



BBQ Season Begins



With the arrival of June, our BBQ season will begin. Every summer, each unit has a BBQ every month from June – August. Here are the dates for the resident and family BBQs during June in the Rideau building:

- Wednesday, June 14 – R2S Lunch (12pm)
- Monday, June 19 – R1S Dinner (5pm)
- Thursday, June 22 – R1N Lunch (12:30)
- Monday, June 26 – R2N Dinner (5:30)

Please note that these BBQ's are different from the Rideau Steak BBQ that we will be having on Tuesday, June 6th. If you have not signed up for the steak BBQ please see the recreation staff to sign up and pay. I have attached a flyer with more information about this dinner. The deadline to sign up is Tuesday, May 30th.

Sign-up sheets for the unit BBQ's will be soon posted on each unit. Family and friends are to buy tickets from the cafeteria. The cafeteria will provide them with a receipt which they are to present during the BBQ. The cost for the unit BBQ's is \$7 and includes a hamburger or hotdog, salad, chips/cheesies, lemonade and an ice cream sandwich.

We Want Your Input

Are you a senior living in the community, or someone that supports a senior in the community? We are working on a SPARK project named “Making therapeutic recreation available to seniors through a multi-media interactive model”, and we would like 5 minutes of your time to help us understand your needs and preferences. Complete to win \$100 gift card of your choice.

www.SurveyMonkey.com/r/webrec



Paypool Winners: \$100 each

April 20

- Elva F.: Ottawa 2 East
- Lolita L: Housekeeping

May 4

- Patty Anne L.: ALS
- Geraldina C.: ALS

May 18

- Emma E.: Nursing Casual
- Zahara R-G: O2W

Next Draw Will Be June 1st, 2017

Vol. 20-04

Newsletter credits

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

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

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

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

Want to stay in touch with Perley Rideau?

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



Perley Rideau



Perley Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation