

October 2019 Edition

The Perley Rideau News

Vol. 22-04

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



Friends span 102 years:

Baby Jack Stewart joined the Century Club Celebration to honour the 21 residents 100 years and older including new friend, Henri.

View photos and read the tribute of CEO Akos Hoffer, page 16

INSIDE

- Tributes, pages 8-10
- Employee Recognition Awards, pages 11-15
- Foundation Activities, pages 20-26

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



Our Strategic Plan 2010-2025

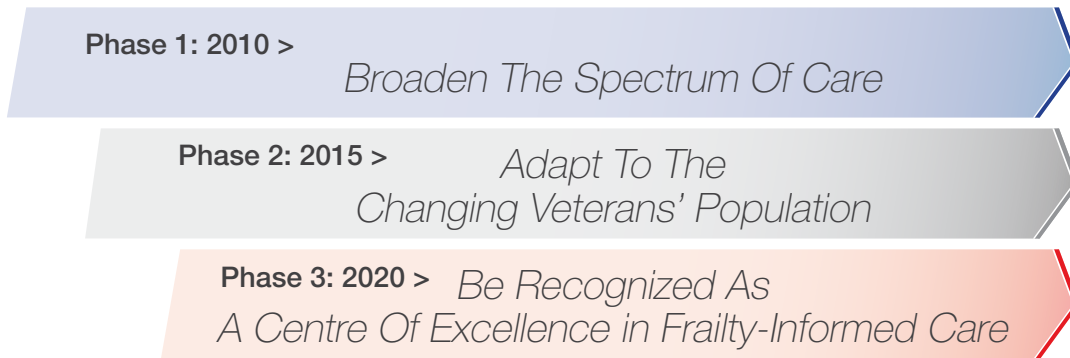
Through a series of five-year business plans, the Perley Rideau 15-year Strategic Plan runs to 2025. In 2017, the plan was updated to address key challenges, such as demographic trends, and takes advantage of our facility, and staff expertise and experience.

Our Vision: Leading innovation in frailty-informed care to enable seniors and Veterans to live life to the fullest.

To realize this Vision, we will pursue four major strategies: Excellence in Care and Service; Ensure Sustainability; Maintain a Quality Workforce; and Lead and Advocate for Change. These four pillars support the Strategic Plan and guide our annual objectives.

Every initiative can be linked to one of the four pillars. As a way of organizing newsletter content, information and news is be linked to a dominant pillar, although many items can be linked to more than one pillar.

Strategic Plan 2010–2025



Four pillars support the Strategic Plan and guide the Perley Rideau's annual objectives



Excellence in Resident Care and Services

Deliver high-quality care in a happy living environment



Ensure Sustainability

A sustainable centre delivering best value for money



Maintain a Quality Workforce

An effective, high-quality workforce operating in an exciting work environment



Lead and Advocate for Change

A credible, nationally recognized leader in frailty-informed prevention and care. A valued partner to government, community and other healthcare providers.

The updated Strategic Plan is on our website: www.PerleyRideau.ca



Courtney Rock & Carla Morden

I am happy to announce that Courtney Rock has accepted the role of Development Manager. Courtney has extensive experience fundraising for seniors healthcare and community services in Ottawa (Rural Ottawa South Support Services and The Glebe Centre). She also worked previously with the advancement team at the University of New Brunswick. As the Development Manager, Courtney is responsible for providing support for the Foundation's capital campaign, Caring for the Future, creating an exceptional donor experience and providing opportunities for donors to invest in the Perley Rideau.

Carla Morden also has accepted the role of Administrative Assistant to the Foundation. Carla is a familiar face to many at Perley Rideau, especially for those who purchase Catch the Ace tickets. Carla has been filling the position since February. In that time, she has demonstrated strong values of compassion and commitment to quality, supporting the Foundation team to enable excellent donor experience.

Please join me in congratulating Courtney and Carla!

Delphine Haslé, CFRE, MSc
Executive Director

Batteries

For your next communication to all users kindly remind staff of the process for disposing dry cell batteries as this concern was brought forward at our recent H&S co-chair meeting:

- Dry cell batteries should have each end of the battery completely covered with masking tape so as to ensure that none of the terminal (chrome coloured) surface is showing and then mail or hand deliver to Housekeeping Services who will inspect the batteries to ensure the end are covered and place them in the hazardous waste storage cupboard. A PM Works for maintenance staff to remove wet cell batteries from equipment must be sent. Housekeeping will pick up these batteries and store in the waste compactor room in a secured refrigerator. All batteries are picked up by a licensed carrier on a prearranged schedule.

Thanks,
Lorie Stuckless NM



We are very excited to share that our newly renovated Sacred Space is now open for everyone's use. Our Sacred Space is a place that welcomes all regardless of faith expression. It is a place for quiet reflection, meditation, prayer, communion, and ritual. The space is fitted with a ventilation system that enables Indigenous persons to participate in smudging ceremonies. The Sacred space is located on the second floor just beyond the Games Room heading toward the Gatineau Building (old smoking room). The space is fitted with a ventilation system that enables Indigenous persons to participate in smudging ceremonies. Smoking is strictly prohibited in this space. We ask that the sanctity of the space be respected. To keep our Sacred Space accessible for all who seek quiet refuge, we kindly ask that our community refrain from eating or using phones inside the room. Thanks to all the team members for all their hard work transforming this room into such a beautiful space.



Announcement from the Board of Director of the Perley Rideau Foundation

New Foundation Executive Director Takes the Helm

The Board of Directors of the Perley and Rideau Veterans' Health Centre Foundation is pleased to introduce its new Executive Director, Delphine Haslé, CFRE. Delphine will officially begin her role on July 3rd.

"It is an honour to lead the fundraising team at the Perley Rideau," says Delphine. "I look forward to inviting donors to invest in Canada's very first Centre of Excellence in Frailty-Informed Care and our expanding vibrant Seniors Village. I am passionate about our mission and I am committed to achieving results for the Perley Rideau."

Prior to being chosen for this position, Delphine was the Development Manager at the Foundation. She first joined the Foundation as a Development Officer in 2013.

"I would like to congratulate Delphine on her new role," says Foundation newly-elected Chair Keith de Bellefeuille Percy. "Having worked with her for the past 6 years, I know she brings both leadership and a wealth of knowledge about fundraising to the position. The Board and I look forward to working with her."

The Foundation Executive Director is responsible for providing oversight and leadership, strategic direction and

initiatives in fundraising to meet our commitments to the Health Centre.

Delphine will take the helm after the retirement of Daniel Clapin, ACFRE, the Foundation Executive Director for the past 9 years. The Board of Directors of the Perley and Rideau Veterans' Health Centre Foundation thanks Dan for his dedicated service to the Perley Rideau.

On June 12, the Board of Directors of the Perley Rideau Foundation elected its officers for 2019-2020:

Chair: Keith de Bellefeuille Percy

Vice-Chair: Nancy Schepers

Treasurer: Robert Eagan

Secretary and Executive Director: Delphine Haslé

You can reach Delphine at 613-526-7173 or dhasle@prvhc.com.

2019-2020 Flu Season

By Alex Huneault

It is that time of the year again... with the fall season already here, so is the flu season. It is important to protect yourself and get the flu vaccine.

Last year, a record breaking 76% of staff received the flu shot. This is the highest rate the Perley Rideau has ever seen. Let's work as a team again this year to keep the momentum going and vaccinate even more staff in 2019.

When you've received the flu shot outside of the home, please remember to send the good news by...

- Sending a photo or scan proof of immunization to ahuneault@prvhc.com
- Fax a proof of immunization to 613.526.7186
- Placing a copy in an interdepartmental mail envelope addressed to Alex Huneault

The Perley Rideau will start hosting flu clinics that will kick off in October. Everyone is welcome.

During this flu season, it is important to stay at home if you're sick. This helps keep our residents and staff healthy (public health recommends you stay off work for 5 days from the start of symptoms).

What are flu symptoms?

- Fever
- Chest discomfort/cough
- Head and body aches

Help Keep Perley Rideau Residents and Staff Safe by following these simple steps:

1. Get the flu vaccine
2. Wash your hands
3. Cough and sneeze into your sleeve
4. If you're sick, stay home!



Early Halloween? Staff from Therapeutic Recreation and Creative Arts don their PPE (personal protective equipment)



THE PERLEY RIDEAU STAFF
ASSOCIATION PRESENTS

2019 STAFF CHRISTMAS PARTY

\$25 for Staff Association Members (and 1 guest)
\$50 for non Staff Association Members

DEC. 7, 2019

6:00 COCKTAILS

7:00 DINNER

CLARK HALL, RA CENTRE

2451 RIVERSIDE DR,
OTTAWA, ON K1H 7X7

Last day to purchase tickets is November 29th!

See Neda, Robyn, Melissa, Rachel, Rosie, or
Sara to get yours.

Christmas Draw Tickets Now on Sale

- Tickets are now on sale for draws of \$100, \$200, \$300, \$400 and \$500
- Draws are open to everyone. You do not have to attend the Christmas party to be eligible to win!
- 3 tickets for \$5.00
- See Rachel, Melissa, Neda, Robyn, Rosie and Clarence to purchase tickets

Seniors Increase Digital Literacy Skills Through Partnership Between The Perley Rideau and Connected Canadians

Monday, September 23 - Ottawa, Ontario

The Perley and Rideau Veterans' Health Centre and Connected Canadians are proud to team up to provide free technology training to seniors living in the Perley Rideau apartments.

Earlier this year a Memorandum of Understanding between the two non-profit organizations was signed to formalize a relationship that has grown since 2018. The agreement builds on a successful pilot project by Connected Canadians providing free training sessions to apartment tenants on an ongoing basis. Connected Canadians' goal is to provide basic digital skills to empower participants to communicate with loved ones and improve quality of life in today's rapidly-evolving digital world.



“Innovation and collaboration have always been – and will continue to be – central to the Perley Rideau. By creating new service models, innovations and partnerships -- with respected partners like Connected Canadians – we continue to improve the lives of the seniors in our Village.”

Akos Hoffer, Chief Executive Officer, The Perley and Rideau Veterans' Health Centre

At the start, this free technical training and support was offered to the 200 seniors in the 139 apartments and hosted in the Great Hall of the Commissionaires Ottawa Place apartment. A free public class was also provided by Connected Canadians as part of the Perley Rideau Lifelong Learning course offerings.

“Connected Canadians believes digital literacy is a basic need in today's society, relevant to everyone, regardless of age. We've found the participants at the Perley Rideau to be very receptive to our programming, and hope to continue our work towards making digital skills truly accessible to all.”

Emily Jones Joannis, CEO and Co-founder, Connected Canadians

Connected Canadians

Connected Canadians is a not-for-profit organization empowering seniors and older adults by providing free technology training and support. Founded in Ottawa by Emily Jones Joannis and Tasneem Damen, Connected Canadians is volunteer run and supported by more than 35 volunteers ranging in age from 21 and 78. Many Connected Canadians volunteers are new Canadians who are highly skilled technology workers, speaking more than 12 languages among them.

Connected Canadians volunteers benefit from the cultural awareness and conversational practice opportunities that come from their interaction with clients, and their clients are able to feel a sense of pride and connection in helping to welcome newcomers into the community.

Connected Canadians' long-term goal is to provide free technology training and support for seniors across Canada and they are actively seeking partners and sponsors to help them reach this goal.

Learn more at www.ConnectedCanadians.ca [Contacts](#)

Emily Jones Joannis, Connected Canadians CEO and Co-Founder • 613-699-7896 | emily@connectedcanadians.ca

For the past few years the Perley Rideau has received funding from the Ministry of Health and Long-Term Care through the CLRI for Excellence in Resident Centred Care (ERCC) training.

This is a train-the-trainer approach and the training is a full day commitment.

The Perley Rideau recently received a recognition certificate from Conestoga College and the Research Institute for Aging (RAI) to acknowledge that we have successfully trained 70% of our PSW staff.

Kudos to the following team members for working to make this happen:

- Jen Brabbs
- Kelly Donahue
- Bill Potvin
- Rachel Powers
- Marie McCarthy
- Staffing office (especially Shannon Soucie)
- Colleen Summerton
- Freddy Vasquez
- Barb Wilson

Jen Plant
 Director of Clinical Practice, Privacy Officer

Comments made during the Century Club

“ Thank you to the Perley for the incredible service provided here in our community.”

David McGuinty, MP, Ottawa South

“ So thank you to all the staff and everyone here at the Perley who has made today such a special day for all the families. Thank you very much. Merci.”

John Fraser, MPP, Ottawa South

“ Thank you very much and a big happy birthday to our celebrants, and to the Perley staff, Akos and the staff who are so caring, as well as the volunteers who do such great work here at this beautiful facility we’re so proud of.”

Jim Watson, Mayor, City of Ottawa

“ It is quite a privilege to have the Perley in Alta Vista ward. I appreciate so much working with the board, Kris (Kris Birchard, Board Chair) and other members of the board and the administration, the staff, the volunteers at the Perley. We are truly blessed in Ottawa to have them.”

Jean Cloutier, Councillor, Alta Vista Ward

Letter from the Family of Pierre Bourque

“...we wish to thank all the staff at the Perley Rideau for the exceptional care given to my father during his 3 months at your facility, from January 10 to April 11, 2019. He truly enjoyed his time spent with staff, the residents and the various entertainers.”

My congratulations to the management of The Perley and Rideau Veterans' Health Centre and especially to your staff who cared for Peter Brennan in his final days with us. If I may, I would like to comment on my friendship with Peter when I was Assistant Curator of the National Aviation Museum. Pete was then with NCR High Speed Wind Tunnel at Uplands Airport. During the Second World War he was a member of 435 Squadron in Burma. Although he was a member of the Ground Crew caring for the remarkable Douglas Dakotas, he volunteered to help with the parachute supplies to the British troops, a dangerous task since a mistake could cause you go out with the supplies! The drop at Schwebo became quite terrifying since during the drop they were attacked by several Japanese Nakajima "Ocean" fighters. Peter was in the last Dakota to make the drop. Two of the Dakotas burst into flames, crashed to earth, and the crews were killed. The remaining three Dakotas dived for the trees and escaped. Peter didn't need to volunteer, - but he did it anyway.

Robert Bradford, C.M.

Retired Director General of the National Aviation Museum (now the Canadian Museum of Aviation and Space)

Dear Kelly,

Please accept my sincere appreciation for the outing to see and hear the RCMP Musical Ride. It was a spectacular evening.

For me the most impressive experience was watching you, David, and your team look after the walking as well as the patients in wheel-chairs with expert and caring attention.

I will always remember you all, as the "Angels of Perley Rideau".

Sincerely,

Arlinia de Varennes

Thomas "TOM" P. Ronan

23 July 1929 – 22 June 2019

We would like to thank family, friends, and the Perley Rideau gang (especially the caregivers on 1 Gatineau North and his personal care givers) for all the care and love given to our Dad.

Because of you all, Dad was a happy camper for the time he spent in 1 Gatineau North. Dad loved hugging and laughing – and you all gave so much to him to ensure his peace of mind and feel loved. One is tempted to put names down here, but the fear of leaving anyone out precludes this. Hopefully you will all know how special you were and are to Dad and to us.

Thank you isn't enough, but it is said from our hearts.

Fondest regards always,

Colin, Jill, and Sandy



Employee Recognition Awards 2019



Recipient Name

Zoraida Abarca-Carmona
 Betty Ann Alexander
 Hodan Ahmed Ali
 Chrissie Anderson
 Mary Boutette
 Amanda Bowen
 Rosalina Campanion
 Cindy Claus
 Patricia Deek
 Toyin Ehigie
 Ma Elena Estocado
 Yonglong Huang
 Marivic Ibardolaza
 Christine Kayisanabo
 Angela Leblanc

Recipient Name

Tian Lewis
 Tara Mackinnon
 Mariama Mansaray
 Marjorie Necesario
 Adrian Oviedo
 Erika Owens
 Lyn Pacleb
 Robert Phung
 Abeda Sarwar
 Khristina Soares
 Kinobe Ssekadde
 Jason Stewart
 Claudette Thibodeau
 Suzette Williamson



Recipient Name

Monica Bourque
 Geraldina Carvalho
 Blessing Chimezieh
 Lalis Dinka
 Shaffi Dutta
 Irene Eguavoen
 Andréa Fabricius
 Elva Ford
 Karen Gibson
 Debbie Heika
 Jovita Hogan
 Sousan Jabbariazar
 Harpreet Kaur Khosa

Recipient Name

Karen Lasalle
 Editha Laurente
 Debra Mannard-Newby
 Julianna Michel
 Cefie Remy
 Diana Sutherland
 Natacha Thelusma
 Glenda Tompwe Manengu
 Kerry Tubman
 Mira Vidal
 Neisha Williams
 Jeannine Zacconi

15
YEARS

Recipient Name

Anide Adolphe
Tinonla Agboh
Edgardo Arciaga
Philip Asiddao
Meseret Befkadu
Christine Boisclair
Tammy Bouchard
Danilo Chua
Eleticia De La Cruz
Iris Jeannette De La Cruz
Harpreet Dhesi
Lisa Garrard
Jin Hwa Hong
Leanne Lafrance
Maria Dulce Lozada

Recipient Name

Susan Lurk
Laura Macintyre
Bayan Mahmud Habib
Georgena Meldrum
Jean Michelet Jean
Melissa Needham
Phang Nino
Sabrina Passe
Heather Dawn Rodgers
Page Smith
Colleen Summerton
Sarah Swales
Gloria Torres
Walter Trepiaik
Carolyn Vollicks

20
YEARS

Recipient Name

Evangeline Agamos-Viegas
Sylvia Beaudoin
Augustine Ebella
Patrick Hamel
Adriana Herrera
Boris Khavich
Karen Mahoney
Laurie McClelland

Recipient Name

Robert McIntyre
Sandra Monforton
Angeline Padasen-Comeau
Lorraine Sullivan
Aston Westcarth
Barbara Wilson
Maria Wrzesniewska

25
YEARS

Recipient Name

Lorraine Harper
Donald Humphries
Wickley Jones
Mayimuna Kenyi
Martin Tetteh

30
YEARS

Recipient Name

Joanne Letang
Lena Nelson
Melodie Rattray
Chris Ukleja





Recipient Name

Monica Pereira



Name

Georges Amigao

Cook
30 years of service

Elvis Beaudoin

Personal Support Worker
26 years of service

Margaret Birnie

Food & Nutrition Supervisor
14.5 years of service

Sharron Dunnigan

Personal Support Worker
19.75 years of service

Jessusa Ferraris

Personal Support Worker
16.5 years of service

Gordon Gall

Materials Management Lead Hand
36.25 years of service

Louisa Hickson

Personal Support Worker
19.25 years of service

Warren Hull

Maintenance Helper
34 years of service

Marian Mohamed

Personal Support Worker
14 years of service

Name

Barbara Nyiraneza

Personal Support Worker
12 years of service

Sharon Parish

Personal Support Worker
23 years of service

Lorraine Proulx

Food & Nutrition Aide
10.75 years of service

Stephen Roy

Support Services Supervisor
35.5 years of service

Patricia St. Denis

Rec. Programmer
7.5 years of service

Christine Szelzki

Personal Support Worker
19 years of Service

Herminia Tolete

Personal Support Worker
18 years of service

Beatrice Uwera

Personal Support Worker
19 years of service

Thank you for your dedication

Awards





Century Club

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

It's a pleasure to gather to celebrate the members of our Century Club. These are the 21 residents who now must use three digits to track their age. And while living 100 years and beyond is certainly noteworthy, what's even more impressive is the contributions that our friends have made to Ottawa, to Ontario and to Canada. For instance, 18 of the 21 new members served in the Second World War.

Most raised families and worked at careers that helped to shape our modern world. Your presence here today is an inspiration to us all. The roots of the Perley and Rideau Veterans' Health Centre also stretch back more than a century.

In 1898, a donation from lumber baron William Perley, led to the original Perley home. From such humble beginnings, the Perley Rideau has involved into an innovative leader in the housing and care of seniors and

veterans. While much has changed in the last century, our commitment to high quality care remains the same. It is this commitment, along with the steady increase in demand that inspires us to keep growing. For example, we are building a Centre of Excellence in Frailty Informed Care, and we are planning to expand our Seniors Village. In fact, in a couple of years, you'll see a new building standing right where we are gathered here today.

Like members of the Century Club, Perley Rideau is determined to continue to serve our community, and to achieve this goal requires strong collaboration and broad partnership. And I'm very pleased to see that representatives of our partner organizations are here today to celebrate with us.

Together, we improve the wellbeing of the people we serve.

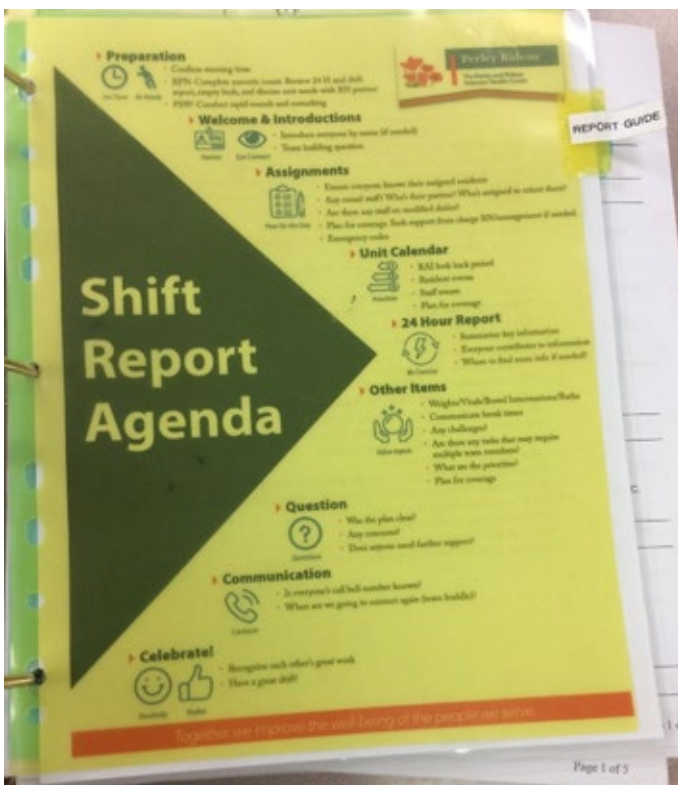


Joy in Work Quality Improvement Project Update

Andrea Liu, Kelly Donahue, Lacey Sheng, Rebecca Wilson



The Joy in Work Shift Report training video was made available to PSWs and RPNs in Surge in July. Thank you to Lisa Moylan, Warren Alonzo, Justine Skourtis and Kelly Donahue for starring in the video!



A laminated copy of the new shift report agenda is available in the 24-hour binder of all units, marked by the tab labelled “Report Guide”. All units are welcome to start trying the new format of shift report.

We will be spreading the shift report training to the first floor of the Ottawa building (O1W, O1E, with the exception of the SAFE Unit), followed by the second floor of the Ottawa building (O2E, O2W). Training will be in the format of peer support and coaching during shift report time. Training sessions have already started, with more to be scheduled soon!

Thank you very much everyone for working as a team. If you have any questions, please feel free to reach out to any one of us.

Wayfinding and Service/Program Awareness

Fact

Newcomer visits have increased and will continue to increase

- There were more than 600 admissions in 2018
- New on-site clinics, new short-stay units are attracting more visitors

Tactics:



Roadside Sign



Facility Map



New Welcome Book (Ad Supported)
Also, Website updates to promote programs and services and address feedback



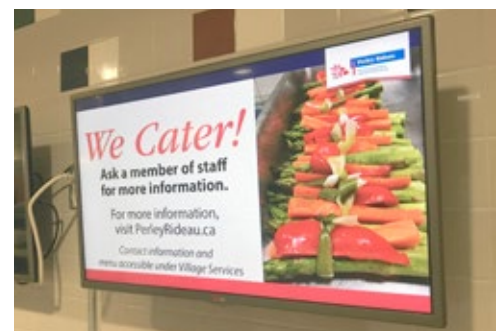
Overhead Signs



Door Signs



New number system for entrances to support EMS and backlit signs at each entrance



Signage in the Cafeteria. A pilot for the introduction of Perley Rideau TV.

2019 Videos

For those viewing this document online, click on each image to watch the video.



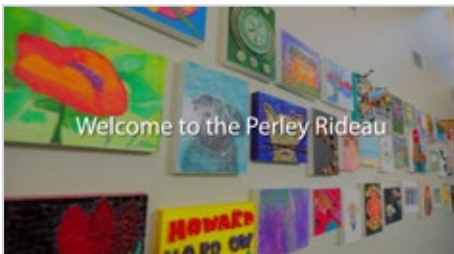
CEO Report Spring 2019



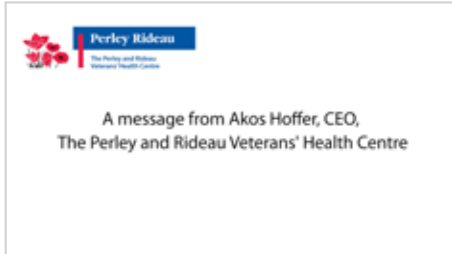
Ross and Resident Feature



Remembrance Day



A Tour of the Perley Rideau



Creation of the Centre of Excellence Announcement and Search for Chair



CEO Christmas Message



CEO Report Summer 2019



Launch of Design Competition



Board Chair "Thanks" to Staff and Volunteers



Continuum of Care: Mary MacDonald Story



Seniors Village Expansion



Drone Flight Tour

The Family and Friends Council

Please join us

Thursday, October 17th, 2019

The Benidickson Boardroom, 2nd Floor

7:00 p.m.

The Agenda will include two key discussions:

- **Katrin Spencer**, Manager, Seniors' Village Expansion, will provide a project update
- **Lacey Sheng**, Program Lead, Informatics and Quality, will provide a summary of the results of a family focus group and present an overview of the Point Click Care/ Kardex tools used to manage resident data.

The Executive looks forward to welcoming you.

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 and Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. There is no membership fee. 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 the Perley Rideau. We look forward to welcoming family and friends of our residents and to their participation in the activities of the Council.

Please help us keep in touch with you by email or phone by advising us of any changes to your contact information.

For questions about the Council please contact Heather Moxley by phone [613-859-5231] or by e-mail at: familycouncil.prvhc@gmail.com



Community Events



A big thank you to Moira Moriarty, Barb Lebel, and Jo Lebel for hosting the Perley Rideau's very first benefit book sale! These intrepid ladies sold hundreds of books over the course of an afternoon and raised \$314.25 for the Perley Rideau. Well-read and well done! L to R: Sara Francis, Foundation Development Coordinator; Barbara Lebel; Jo Lebel; Moira Moriarty; Delphine Haslé, Foundation Executive Director

As part of their wedding celebration in early September, Chris Little and Eric Houston encouraged guests to donate to the Perley Rideau in honour of Chris' late father Ronald, along with the staff who cared for him during his final years. Congratulations and thank you! L to R: Chris Little, Ronald Little, Eric Houston.



Thank you, Ottawa Police Veterans Association for choosing the Perley Rideau as a beneficiary charity for your annual golf tournament! Golfers enjoyed a fun day, followed by an evening of good food and entertainment. L to R: Bob Eagan, Foundation Board Treasurer; Carol Ann, Foundation Board Director; Sara Francis, Foundation Development Coordinator; Delphine Haslé, Foundation Executive Director



Want to organize a community event? Each year, caring individuals and groups raise money by hosting events. If you want to organize your own event, call Sara! All it takes is a little creativity, some careful planning and the desire to positively impact the lives of the seniors and Veterans who call the Perley Rideau home. To learn more, visit perleyrideaufoundation.ca or call Sara at 613-526-7173.

**FOR ALL UPCOMING EVENTS
TICKETS AND VOLUNTEER OPPORTUNITIES**

visit www.perleyrideaufoundation.ca
or call Sara Francis at 613-526-7173 | email sfrancis@prvhc.com



Did you know? Each year, caring individuals and groups raise money by hosting events such as a lemonade stand in the park, dart or golf tournaments, curling bonspiels – to name but a few. If you are ready to organize your own event, call Sara! All it takes is a little creativity, some careful planning, and the desire to positively impact the lives of the seniors and Veterans who call the Perley Rideau home.



**Benefit Fall Fashion Show
and Shop Event**

*In support of
The Perley and Rideau Veterans' Health Centre
Foundation*

**Sunday October 27 • Perley Rideau
Cafeteria**

Shopping: 1PM – 3:30PM

Fashion Show: 2PM

ALL WELCOME • FREE ADMISSION

*Over 20 vendors with specialization in clothing,
women's accessories, food, and senior services will
be on site • In-house raffle*

Catch the Ace!

DON'T MISS YOUR CHANCE TO WIN

CATCH THE ACE

In support of the Perley
Rideau Foundation

**Ace Jackpot
always growing,
currently \$4,021!**

**Limited tickets
available!**

TICKETS \$10. AVAILABLE
ONLINE AND AT 1750 RUSSELL
ROAD IN THE FOUNDATION
OFFICE. CASH, CREDIT CARD,
CHEQUES ACCEPTED.

Perley Rideau
The Perley and Rideau Veterans'
Health Centre Foundation

Charitable Registration # 12194 8038
RR0001

Draws every Thursday at
3:00 PM in the cafeteria

Lottery Licence # M758377

www.perleyrideaufoundation.ca 613-526-7173



Tree of Life

The Perley Rideau's Tree of Life continues to grow and we are grateful to the families who choose to pay tribute to their loved ones and the care received at the Perley Rideau in this meaningful way.



In honour of their parents — Muriel and James Boon — Mr. and Mrs. Frances Boon placed a Silver Leaf, donated by Doris Holden.



Members of the Silverman family donated a Silver Leaf in honour of father and grandfather James Silverman.

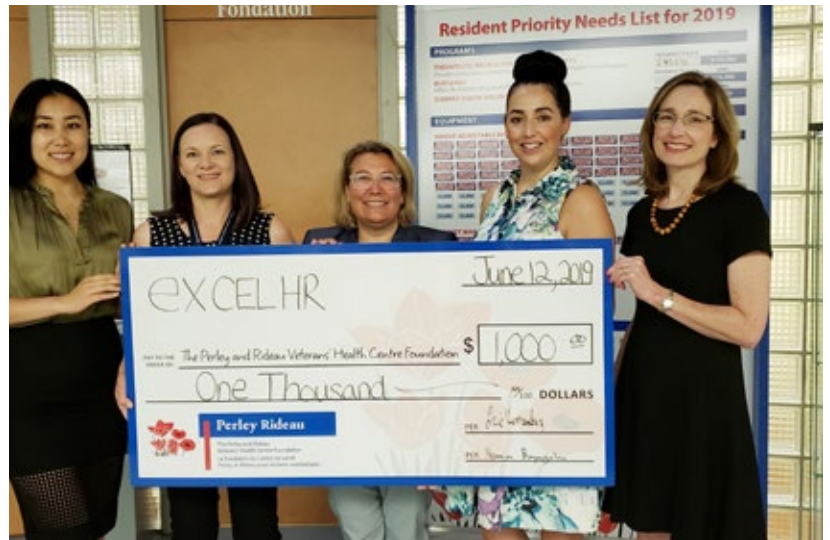


The Ronan family donated a Gold Leaf in honour of father and grandfather Tom Ronan.

To enquire about placing a new leaf on the Tree of Life, please call Carla at 613-526-7173 or email her at cmorden@prvhc.com.

Foundation

Thank you to Trinity Development for their nomination of the Perley Rideau for Excel HR's \$30K for 30 Years initiative! To celebrate 30 years as one of Canada's leading staffing firms, Excel HR has invited their clients to nominate charities to receive one of 30 \$1,000 donations. L to R: Nomin Bayasgalan, Excel HR Recruiting and Replacement Consultant; Carla Morden, Foundation Administrative Assistant; Delphine Haslé, Foundation Executive Director; Lori Devereux, Manager, Excel HR Permanent Staffing; Mariette Maclsaac, Manager, Trinity Development Foundation.



For the third year in a row, Team Perley Rideau was the top workplace fundraiser during the Tamarack Ottawa Race Weekend. By raising \$16,000 net, the Team prize won the Kichesippi Workplace Run-Off and earned a visit to Kichesippi Brewery. This year's Team featured 28 runners – Perley Rideau staff, volunteers, and family and friends of residents – who participated in the 5k, 10k and half-marathon races.

Since forming in 2016, Team Perley Rideau has raised over \$50,000! If you'd like to join the Team for next year (no running experience required), contact Sara at 613-526-7170 x 7150 or sfrancis@prvhc.com.

On July 31, the Perley Rideau hosted the launch of a new coin commemorating the Battle of the Scheldt. This pivotal Second World War battle opened the shipping route to Antwerp and made the Liberation of the Netherlands and Belgium possible. Special guests included Marie Lemay, President and CEO of the Royal Canadian Mint; Henk van der Zwan, Ambassador to Canada for the Kingdom of the Netherlands; and officials from the Belgian and Polish embassies. Seven Perley Rideau residents were among the Second World War Veterans honoured during in the ceremony.





Thank you to the Ontario Provincial Command of ANAVETS (Army, Navy and Airforce Veterans in Canada) for the generous donation of \$10,000.00 to support the care of Veterans at the Perley Rideau! We're grateful to ANAVETS for helping to ensure top-quality care. L to R: Sara Francis, Foundation Development Coordinator; Deanna Fimrite, Dominion Secretary-Treasurer (ANAVETS); Delphine Haslé, Foundation Executive Director; Keith de Bellefeuille Percy, Chair.

More than 50 Perley Rideau supporters (including the 12 pictured here) volunteered their time during Big Rig Brewery Presents: HOPE Volleyball Summerfest 2019. Players and spectators enjoyed a fun day of sun, volleyball and music by bands such as Hollerado, The Beaches and Elijah Wood X Jamie Fine. As one of this year's five designated charities, the Perley Rideau Foundation is grateful to everyone who helped make the day possible. The funds raised from HOPE Volleyball will go toward the renovation of a resident tub-and-shower room.



Want to organize a community event? Each year, caring individuals and groups raise money by hosting events. If you want to organize your own event, call Sara! All it takes is a little creativity, some careful planning and the desire to positively impact the lives of the seniors and Veterans who call the Perley Rideau home. To learn more, visit perleyrideaufoundation.ca or call Sara at 613-526-7173.



Thank you to The Eldercare Foundation of Ottawa for your generous gift of \$10K from Betty's Walk! You've given the gift of a safe and comfortable night's sleep to residents, with the purchase of 5 new Hi-Lo beds. We're already looking forward to next year's walk! L to R: Delphine Haslé, Foundation Executive Director; Oriana Trombetti, Eldercare Foundation Board Member; Betty Gittens, Eldercare Foundation Board Member; Sara Francis, Foundation Development Coordinator.

Thank you to members of the Royal Canadian Legion Branch 595 Strathcona for their generous donation of \$10,000.00! The impact of this gift will be felt by Veterans who call the Perley Rideau home, as it makes 5 new Hi-Lo beds possible. Thank you for all you do to #honourandcare for Veterans. L to R: Kris Birchard, Perley Rideau Chair; Vic Dowie, Br 595 Branch Services Officer; Robert Buss, Br 595 1st Vice-President and Poppy Chair; Delphine Haslé, Perley Rideau Foundation Executive Director; Anastasia Bendus, Br. 595 member and Perley Rideau volunteer; Keith de Bellefeuille Percy, Perley Rideau Foundation Chair; Wanda Riddell, Br 595 Executive Member and Catch the Ace Chairperson.



On September 26, Heather Austin-Skaret and André Martin from Mann Lawyers shared their expertise on the inclusion of charitable giving in your estate planning. The Foundation hosted this annual event with 8 other charities: The Boys and Girls Club of Ottawa, Hospice Care Ottawa, The National Arts Centre Foundation, The Ottawa Food Bank, The Ottawa Mission, The Ottawa Regional Cancer Foundation, YMCA-YWCA of the National Capital Region, and the Youth Services Bureau of Ottawa. The Joint Estate Planning Seminar is always packed, call the Foundation office at 613-526-7173 if you have questions about future seminars!

Village Expansion Update

By Katrin Spencer, Manager Seniors' Village Expansion

The planning for the Seniors' Village Expansion is going full steam ahead. Thank you to those of you who participated in the market study that will inform the new build, a home for many more seniors from our community.

We are currently in the pre-design phase, which includes studying the characteristics of the building site. Over the next few weeks you will see engineers and contractors on the property. They will be conducting technical studies such as site surveys, environmental and geotechnical studies.

We will include a brief update on the Seniors' Village Expansion in every tenant newsletter. Additionally, we would like to invite you to share your questions, concerns and ideas either via email to questions@prvhc.com or written feedback in the new suggestion box installed at the Seniors' Village Expansion Info Booth (across from the Day Program).

We will address your feedback in newsletters and that our communications in the Booth.

Thank you for your patience and support. We look forward to hearing from you.

Kind regards,
 Katrin Spencer
 Manager, Seniors' Village Expansion



Ask Akos Anything.

24 hours of Town Halls complete.

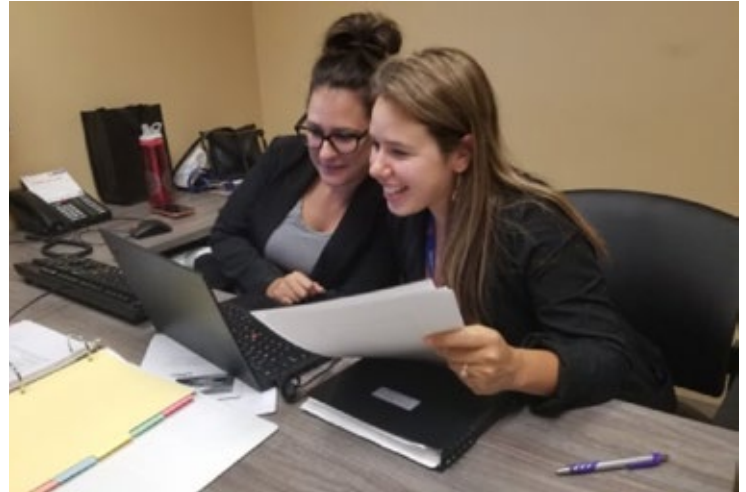
Thanks to the staff and volunteers for attending to hear about recent successes, future plans and answer your questions. See results on page 30.



A beautiful night for a ball game. Thanks to Ottawa Champions Baseball for hosting us and for the visit Mayor Watson



Thank you to the Therapeutic recreation and creative arts team for a fantastic day of fun at our annual Village Fair.



Daniela Acosta, RN, and Amber Rinfret, RPN, present an online webinar for the RNAO Best Practice Champion Network! They are sharing their innovative use of Simulation Based Learning strategies in Long-Term Care, aimed at teaching staff how they can improve fall prevention and resident safety at the bedside



All the best to you in your retirement, Chef Hai.

Congratulations to Amber Rinfret, RPN, 2019 winner of The RPNAO Martha Award, in dedication to Martha Thumlert, an older adult and an exceptional woman who died unnecessarily from a hospital acquired infection.

This award celebrates the dedication of an RPN who provides exceptional care to our beloved older adults in a manner that is respectful, compassionate, professional and exemplifies nursing excellence. In particular, this award acknowledges a nurse who is focused on the improvement of safety and well-being of older Ontarians by demonstrating knowledge, innovation and leadership.



Thumbs Up: Welcome to the new Perley Rideau team joining BPSO RNAO



Welcome to the newest members of the Perley Rideau team, smiling as they complete orientation



ASK
AKOS
ANYTHING

TOWN HALL

5

Questions, rank between 1 (LOW) to 3 (HIGH)
We strive for a 2 or more average on all questions

2.77

Average Score
(92% average)

2.85

Highest average response.
Same score for questions 1,3

2.65

Lowest average score.
Question #2

*5 survey responses did not respond to the question

Survey Questions

Please rate the following questions from 1 – 3

(1) poor, (2) good and (3) excellent

	Average scores
1. Clarity and completeness of the presentation	<u>2.85</u>
2. Were you able to get an answer to something you had been questioning?	<u>2.65</u>
3. Were the presentations helpful to you in understanding the issues that were addressed?	<u>2.85</u>
4. Sufficiency of time for questions and feedback	<u>2.69</u>
5. Overall rating for session	<u>2.81</u>

Excerpts from the survey's comments section

- Thanks for your time!
- Open discussion is great!
- Lots of work ahead. All positive initiatives.
- Keep up the good job. Looking forward to change.
- Thanks for your time and the information. It's exciting to hear more about the new building.
- Q: How many floors will the new building have?
- Full presentation took ½ hour, had to stay late for questions
- It was helpful to hear about the funding and upcoming challenges in this area
- Provided in-depth answers to questions asked. Very good update.
- Enjoyed feedback on the SAFE unit

Akos Answer: At this time, the building height is not yet known. To support sustainability we have determined that the building should be home for 200+ seniors, so it is safe to predict the building will be taller than the 5-storey apartment, the tallest building in the Perley Rideau Village. We continue to consult on design and should have our plans firmed up on the Spring of next year. Staff and the entire Perley Rideau community will frequently be provided with opportunities for feedback.



SeeMe™

Understanding frailty together.

Update on SeeMe™: Understanding frailty together

By Andrea Liu, Coordinator- Centre of Excellence and Interprofessional Clinics

The Full SeeMe™ Care Pathway (which includes the Goals of Care Tool and Comprehensive Frailty-Informed Assessment) is currently occurring on 8 of the 12 LTC units. From September-December, rollout of the full care pathway will occur on O1E (6 LTC beds), O2W, R1N, and R1S. Training for registered staff, consisting of a full day with a SeeMe™ mentor, has already started, with more training sessions being planned in the upcoming months. By the end of the year, all the long term care units at Perley Rideau will be practicing frailty-informed care as standard practice! Kudos to staff, physicians, families, and residents for your commitment in adopting the new SeeMe™ tools and processes!

The Ronan family provided a touching testimony about the SeeMe™ Program:

“One of the most valuable and reassuring parts of the process in adapting to Dad’s new home and life was the initial meeting with the care team to review Dad’s medical and personal issues and to put in place the best care plan possible. A big part of this was ensuring that our Dad’s wishes in regards to what level and type of medical care he wanted to have were addressed. This can be such a difficult discussion both emotionally and professionally and it was an immense relief to meet with this team and have everyone totally on board with ensuring that Dad’s requests and needs were met with respect and a personalized plan to ensure they were put into practice.

In the last week of Dad’s life we got to further witness and validate what a success and necessity the SeeMe frailty informed programme truly is. The care and compassion that Dad and we as a family received during this extremely difficult time was beyond anything we could have hoped for.

We are eternally grateful and thankful to each and everyone at the Perley Rideau”



Summary of the SeeMe™ Rollout Schedule

Time Period	Scheduled Unit Rollout
February–March 2019	O2E, R2S
April–May 2019	G1N, G1S
June–July 2019	O1W, R2N
August–September 2019	G2N, G2S
September–December 2019	O1E (6 LTC beds), O2W, R1N, R1S

A research poster explaining the SeeMe™ Program and preliminary program evaluation results was presented at the Canadian Frailty Network National Conference in Toronto on September 26, 2019. The infographic below summarizing statistics about training, the Comprehensive Frailty-Informed Assessment, and the Goals of Care Tool is an example of some of the information presented. The SeeMe™ research poster will also be presented at the Canadian Association on Gerontology Conference on October 26th in Moncton, New Brunswick, and at the Regional Geriatric Program of Eastern Ontario Annual General Meeting on November 8th in Ottawa.



Andrea Liu presenting the SeeMe™ Frailty Informed Care Poster at the Canadian Frailty Network National Conference



Training

53

of Staff Trained

408

Hours of Training

Comprehensive Frailty-Informed Assessment

73

of Frailty Assessments Completed

6.8

Average Clinical Frailty Scale Score

3 Major Drivers of Frailty:



Cognition



Mobility



Function



Goals of Care Tool

164

of Goals of Care Tools Completed

95%

% of residents preferring "No CPR"

79%

% of residents preferring "No Transfer to Emerg"

Common Acute Health Events:

Suspected hip fracture, persistent respiratory infection, severe stroke, myocardial infarction, suspected subdural hematoma





Congratulations and thank you, Summer Youth Volunteers!

Perley Rideau's 2019 Summer Youth Program was a great success, with 37 teens contributing over 1,600 volunteer hours in July and August! This bunch received high praise from staff and residents alike. Eleven volunteers received nominations for our annual award. Joe Watzenboek (pictured, left) and Cory-Lee Dignard (right) stood out as a couple of superstars on a fantastic team. Here they are receiving the 2019 Summer Youth Award from veteran resident Jerry Bowen and Summer Youth Student Assistant Mihiret Sinkie. Congratulations and thank you to all the SYP volunteers for your contributions to improve the well-being of our residents! We hope to see you again very soon.

Special thanks to Mihiret for leading this program for the second year running. Mihiret's contract has ended, and we wish her well in her final year of nursing studies.

Palliative Care Volunteers

Did you know that Palliative Care Volunteers are available to provide companionship to Perley Rideau residents and tenants? This team is trained to provide long-term visits as well as comfort and support at end-of-life. Long-term care residents and family members wishing to request a palliative care volunteer should contact the nursing team, who can submit a referral through Point Click Care. For tenants, please inquire with the Seniors' Housing staff.

On October 5 & 7, twenty Perley Rideau volunteers and five volunteers and staff from community agencies, completed our 9-hour palliative care training program. Volunteer Services is very grateful to the following individuals who shared their wisdom and experience:

- Samantha Hallgren, Psychogeriatric Resource Nurse
- Kelsea Harris, Music Therapist
- Dorothy Constantineau, Palliative Care Volunteer
- Heather Moxley, Family & Friends Council Chair
- Joan Olinik, Volunteer & Family Member
- Tara Cohen, Champlain Hospice Palliative Care Program
- Susan Shea, Champlain Regional Palliative Consultation Team
- Carolyn Young-Steinberg, Resident Care Liaison
- Nikolija Lukich, Champlain Centre for Health Ethics
- Jessie Stephenson, Spiritual Health Practitioner



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

CURRENT VOLUNTEER REQUESTS

October 2019

To sign up or for more information, please contact Volunteer Services at volunteer@prvhc.com (613) 526-7170 Ext. 2356 or 2305



Family Transition

Welcome new long-term care residents and their families on admission day.

Training provided.

Friendly Visitors:

Various days and various times, depending on needs of residents & tenants.

Bus Driver

Class F-licensed driver to transport residents on outings.

Weekday availability preferred.



Ticket Sales for Catch the Ace Friday to Tuesday daytime

Cash sales of tickets, explaining how it works. Training is provided.



Beauty Salon

Thursday afternoon

Porter female residents to/from the salon, provide companionship & assist hairdresser with light duties.



Creative Arts Studio: Woodworking

Mondays, Tuesdays 9:00am - 12:00pm

Porter residents and help them with their projects.

Assist staff with preparation and clean up.

Physio Exercise Classes

Any weekday morning

Portering residents, assisting staff.

Volunteer buddy/Navigation

partner for volunteer with

disability - Thurs. 1:30 - 3:30pm:

Assist with safe navigation through home while visiting with veterans.

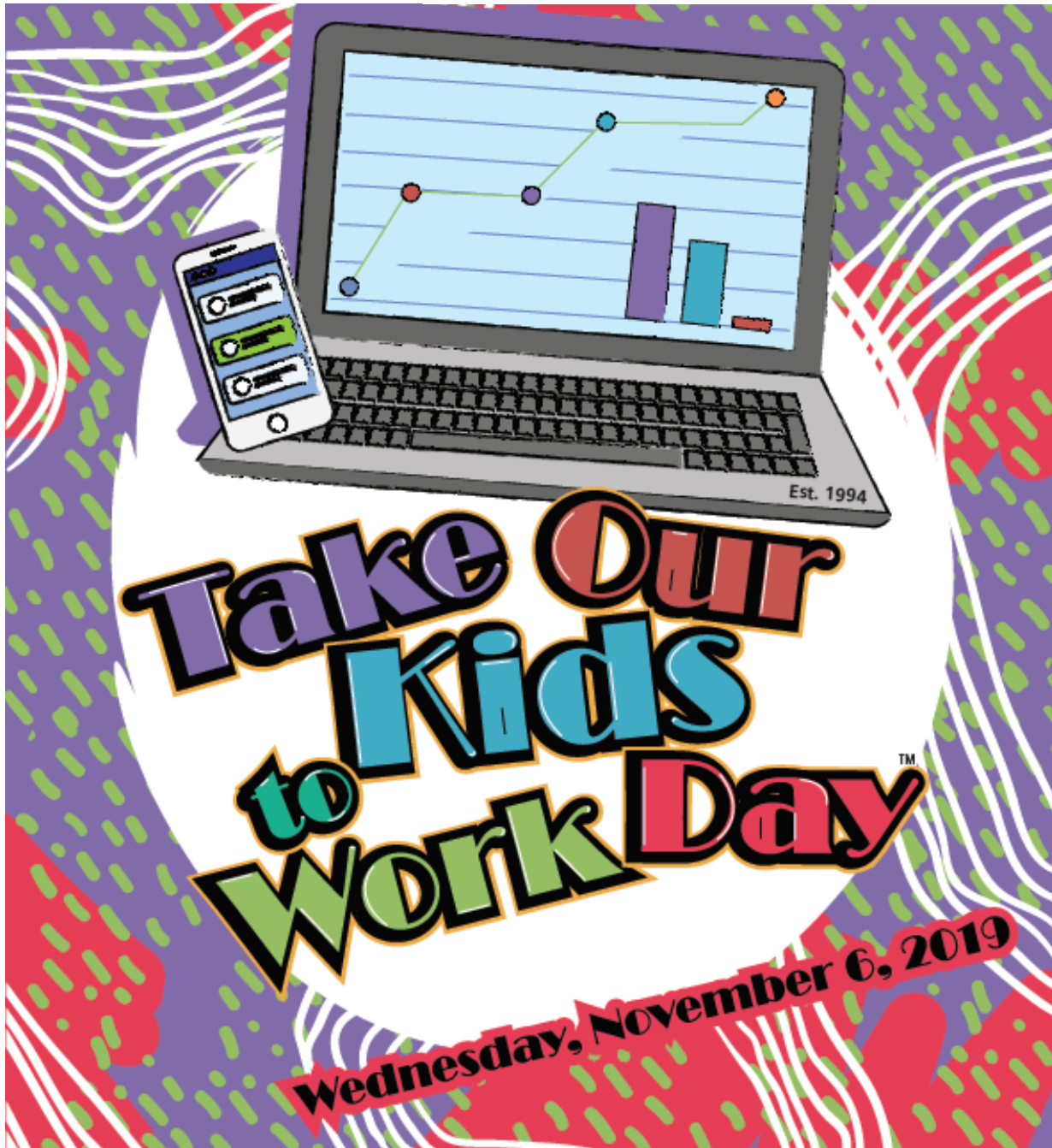


Perley Rideau

The Perley and Rideau
Veterans' Health Centre



Take Our Kids to Work™
THE LEARNING PARTNERSHIP



To register your Grade 9 child
pick up a form at Volunteer Services
(main entrance after the reception desk)

Deadline for registration:

Friday, November 1st, 2019

Interprofessional Clinic at Perley Rideau

Clinique Interprofessionnelle au Perley Rideau



- Audiology
- Occupational Therapy
- Physiotherapy
- Speech Language Pathology
- Audiologie
- Ergothérapie
- Physiothérapie
- Orthophonie

Please visit our brand new website at www.InterprofessionalClinic.com for more details.



No Coat? No Hat? No **PROBLEM!**

It's a short walk or roll to the Perley Rideau Physio & Massage Therapy

*Located in the atrium of the Main Entrance
Please call 613-526-7175
Open to all members of the
Perley Rideau community.*

Find out more: www.PerleyRideau.ca



PERLEY RIDEAU
PHYSIO & MASSAGE THERAPY CLINIC



Welcome Family Services Ottawa!

FSO | SFO
Family Services Ottawa | Services à la famille Ottawa
FamilyServicesOttawa.org

The Perley Rideau's new employee assistance program
provider as of October 1

Volunteering @ Perley Rideau



To find out more about
volunteer opportunities and
to register, please contact
Volunteer Services

- volunteer@prvhc.com
- **613.526-7170,**
ext. 2356 or 2305



Federal Election

Monday, October 21, 2019

Permanent, long-term care residents will be able to vote at the Perley Rideau on Election Day, October 21, 2019 at any of the following three voting stations at the designated times.

Gatineau 2 North

9:30 am – 11:30 am

Rideau 2 North

12:30 pm to 4:30 pm

Ottawa 2 East

5:30 pm to 9:30 pm

Notice of Voting for Respite/Convalescent Care Residents Who are Unable to Vote At Their Ordinary Polls on October 21, 2019

An Elections Canada Official (Special Ballot Officer) will be visit The Perley and Rideau Veterans' Health Centre on Sunday, October 13th (1pm to 4 pm) in order to register electors and conduct the vote.

Electors will be voting for a candidate in their own riding. Your resident identity bracelet as well as a letter of confirmation of residence will provide acceptable proof of identity and residence, which would allow you to vote by Special Ballot.

Three Vaccines for Better Protection

Vaccines aren't just for kids! Adults also need vaccines to stay healthy because the risk for certain diseases (such as flu, shingles and pneumococcal disease) increases as we age.



FACT: Influenza and pneumonia are ranked among the top 10 leading causes of death in Canada.

Here are three key vaccines recommended for your protection:



	INFLUENZA	HERPES ZOSTER	PNEUMOCOCCAL
OTHER COMMON NAMES	Flu Vaccine	Shingles Vaccine	Pneumonia Vaccines
WHAT DOES THE VACCINE DO?	Protects against Influenza and its complications (chest infections, hospitalization, and death)	Protects against shingles disease and its complications (nerve-related pain)	Protects against lung infections and their complications
WHO IS IT RECOMMENDED FOR?*	All adults especially if > 65 years of age and/or living in retirement or long term care homes	Adults ≥ 50 years of age	Adults ≥ 65 years of age
HOW IS IT GIVEN?	One dose once a year, usually in the fall, given by intramuscular injection	Two vaccines are available: <ul style="list-style-type: none"> • Shingrix: Two doses given by intramuscular injection, two to six months apart • Zostavax® II: One dose by subcutaneous injection 	Two vaccines are available and both are recommended for better protection: <ul style="list-style-type: none"> • Prenvar® 13, one dose (by intramuscular injection) followed by one dose of Pneumovax® 23 (by intramuscular injection) at least eight weeks later For those who have already received Pneumovax® 23, wait one year before giving Prenvar® 13

**Some vaccines may be contraindicated in certain populations and/or medical conditions. Always consult your physician and/or pharmacist for the right vaccines that are required for your protection.*

References:

1. <https://immunizebc.ca/why-do-adults-need-vaccines>
2. <https://www.cdc.gov/vaccines/adults/rec-vac/index.html>
3. <https://www.canada.ca/en/public-health/services/diseases/flu-influenza/health-professionals.html>
4. <https://www.canada.ca/en/public-health/services/infectious-diseases/fact-sheet-shingles-herpes-zoster.html>

10 tips for tactfully voicing your opinions at work

How you're perceived at work depends on how effectively you communicate your opinions, ideas and needs. Speaking up isn't always easy, but it is important to:

- Demonstrate the value you bring to your team and organization
- Garner respect for your abilities
- Attract professional opportunities

Here are 10 tips to help you tactfully add your voice to any professional discussion:

1. **Be prepared.** Until you've developed the confidence to speak spontaneously in meetings, preparation is vital. Make sure you understand the topics on the agenda and have a few points you can speak on.
2. **Be sure the time is right.** Before talking to a colleague about a difficult or contentious issue, make sure you're in the right frame of mind. Delay the conversation if you or the other individual is angry, frustrated, upset or pushed for time.
3. **Watch your language.** *How* you say things can be just as important as *what* you say. Avoid negative language that includes words like can't, won't or unable to, instead, focus on positive phrasing and language that:
 - Tells the other person what can be done
 - Suggests alternatives and choices
 - Sounds helpful and encouraging
4. **Watch your body language.** Assume a relaxed posture, angle your body forward, maintain eye contact, keep your arms and legs uncrossed and smile to signal your approachability and openness.
5. **Stick to the facts and keep it short.** Some people tend to ramble when their nerves get the better of them. Stay focused on the issue and be concise.
6. **Don't interrupt.** People will occasionally interrupt each other during healthy discussions but when someone does it a lot it sends a message that they are not interested in the opinions of others.
7. **Be open to feedback.** Don't get upset when people don't like your ideas. Feedback tells you that people are paying attention and respect what you had to say.
8. **Listen actively to others.** When you show you're interested in what others have to say, they will be interested in what you have to say. Unless there is a pressing business issue, don't text or check your emails during meetings.
9. **Stay calm.** If someone becomes defensive or angry, remain calm, polite and focused. If necessary, agree to take a time out and come back to the issue at another time.
10. **Know when NOT to speak out.** Being perceived as someone who has an opinion about everything and dominates meetings and discussions will be counterproductive to having your views respected and considered.

Connecting with memories through exercise, music and technology

I've been involved with The Dementia Society's Motiview Program since its inception in June 2019. It's a program where people with dementia use foot pedals to mimic the action of cycling, while watching a high-definition big screen TV that takes them on a virtual cycling tour. Sometimes they go somewhere familiar, like along the canal. Other times it's somewhere exotic, like Paris or Istanbul.

In my experience co-facilitating Motiview at The Perley and Rideau Veterans' Health Centre, I've been able to witness firsthand its amazing benefits to its users.



On the very first day of Motiview, a couple arrived and I introduced myself. The husband with dementia didn't tell me his name. Instead, he told me he has dementia and described all the ways it limits him, and that he didn't expect to be capable of doing this program. About half an hour later, he was pedaling up a storm. As we "travelled" to BC, it brought back a lot of wonderful memories of the adventures he had with his wife there. During the break, I had to remove the pedals from his feet to get him to take a pause.

Attending a Motiview program is about more than just getting active. Music plays along with the video, and between the scenery and the tune, memories are often sparked.

One of our favourite games to play is "guess where we're cycling now"? One of the participants looked at the screen as he cycled alongside a huge body of water and declared that it was Perth. A few others suggested other places but he was insistent. It's Perth. I told him that it was in fact Australia, before I went to change the video. There it was, labeled on the video – Perth, Australia.

This of course led to a discussion about place names and travel, and that might be the biggest benefit of all when it comes to the Motiview program. It makes sure everyone remains social and engaged with their neighbours.

The tremendous success of Motiview has meant the expansion of the program. It has moved from The Perley and Rideau Veterans' Health Centre to Orleans, and will be coming to the west end very soon as well. I can't wait!

**- Miriam Goubran, volunteer,
The Dementia Society of Ottawa and Renfrew County**



The
**Dementia
Society**
Ottawa and Renfrew County





October is Occupational Therapy Month!

Did you know that support from our OT team is essential to the enhanced care provided to the patients on our unique SAFE (Sub-Acute for Frail Elderly) Unit? Thank you, team. Watch a video introduction to the SAFE Unit here: <https://vimeo.com/360879604>



Perley Rideau is very proud to engage volunteers of all abilities. Jessie joined our team one year ago and has been allowing PSWs in the Ottawa building more time to care for residents by setting the dining room tables twice a week. She has also helped with cleanup and other tasks in the Creative Arts Studio. Last week, Jessie started a new role in the main kitchen, created just for her by Robin. They are a dynamic duo! Thank you, Jessie, for sharing your skills and your fabulous smile!

Vol. 22-04

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 the 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



Perley
Rideau



100!

**Congratulations
to the
21 members
of the
Century Club!**

**View photos and read the tribute of
CEO Akos Hoffer, page 16**

