

# The Perley Rideau News

Vol. 22-05

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



## We Remember and Honour: Remembrance Day 2019

Page 12

### INSIDE

- Online shopping comes to the Perley Rideau, auctions and more: page 4
- The Future of Caring: The latest CEO community report: page 7
- Ottawa Health Team announced: page 11
- Updates and news from the Foundation, Volunteer Services and more



# 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](http://www.PerleyRideau.ca)



## Shevon Thompson



Shevon is the new Manager of Resident Care, Ottawa Building, and the Perley Rideau RAI Coordinator. She has a Bachelor of Science in Nursing degree through Nipissing University. Her post-secondary education in nursing started at Algonquin College, where she graduated with a certificate in Practical Nursing in 2002. In 2007 she returned to Algonquin College as a Clinical Instructor, a role she held until 2010. She is a certified foot care nurse. She received her RAI Coordinator certification in 2011 and re-certified in 2017.

Shevon has also completed the Administrator Leadership Program through AdvantAge Ontario. She is an active member of the Ottawa LTC Palliative Care Education Workgroup, with keen interests in Palliative Care and Advanced Care Planning.

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## Direct Deposit for Health Claim Benefits

As previously announced, effective February 1, 2020, Coughlin and Associates will not be providing manual cheques for benefit claims.

To avoid delays in receiving payment for benefit reimbursements, please sign up for Direct Deposit without delay.

Thank you,  
Russ Tattersall, M.I.R.  
Director, Human Resources

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## Flooring Update

Contractors have now completed removal of the flooring by the main sliding doors in the Perley Rideau Centre.

The area under construction spans from the glass doors, past the Day Program, the hallway leading to the Spiritual Health offices, the Interprofessional Clinic at Perley Rideau and the VAC office through to the Foundation offices.

Due to unforeseen circumstances, there will be a delay in installing the new flooring. We will keep you updated on the completion of this work.

During this time, Support Services staff will make every effort to provide the public with safe access and easy movement through the area.

When moving through the area, please exercise extra caution at all times and alert Support Services staff if you have any concerns or questions.

Thank you for your support during this construction.

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## Supper Pre-Order and Cafeteria Pick Up

The Cafeteria is open until 7 pm, seven days a week.

Staff working the evening shift can contact the Cafeteria at ext. 2621 after 4 pm to pre-order a supper meal and Cafeteria staff will have the food order ready for pick up when you arrive.

# Perley Rideau Online Store and Auction Now Open

Within the Perley Rideau online store, we are now hosting auctions to promote and make available the original art created in the studios.

To date, a silk scarf, a painting of birch trees in winter and a glass flower mosaic have all been purchased in the auction.

The online store now sells Perley Rideau swag including hats, shirts and 2 cute blue ribbon bears.

All items must be picked up. We will not ship items.

After costs are recovered, the proceeds from these auctions will be shared between the artist and The Perley Rideau and Veterans' Health Centre. \$5 from each sale will be directed to the areas where the needs are highest so that the benefits are realized by the Perley Rideau community. Charitable receipts are not issued for purchases.

This auction is open to the public, it just takes a few minutes to register, bid and win.

Thank you for helping to spread the word about our online store and the auctions.

[www.PerleyRideauStore.ca](http://www.PerleyRideauStore.ca)

## THE PERLEY RIDEAU COLLECTION



Perley Rideau 12 " Plush Bear  
\$30.00



Perley Rideau Sport Golf Shirt (Short Sleeve)  
\$30.00



Perley Rideau Golf Shirt (Long Sleeve)  
\$35.00



Perley Rideau 11 " Plush Bear  
\$25.00



Perley Rideau Hat  
\$20.00

## PERLEY RIDEAU AUCTION



Hand-made Mini Plates (Set of 4)  
05d:13h:56m:10s  
End Date: 16-Dec-2019 12:00:00 PM



Hand-made Painted Plate  
End Date: 12-Dec-2019 12:00:00 PM



Glass Flower Mosaic  
Bidding closed for this product  
End Date: 6-Dec-2019 12:00:04 PM  
No. of Bids: 6



Silk Scarf  
Bidding closed for this product  
End Date: 28-Nov-2019 12:00:02 PM  
No. of Bids: 2

# Christmas Day Lunch

Preparations are underway for the Christmas Day Lunch. This special Christmas Day Lunch will be served between 11 am and 2 pm, Wednesday, December 25th, 2019 in the Cafeteria.

Tickets are available from the Cafeteria cashier until December 16.

Tickets are available on a first-come, first-served basis.

There is no charge for residents planning to eat in the Cafeteria on this day. All resident dietary requirements will be accommodated.

Cost for family members/friends is \$20.95 plus HST.

## The Christmas Meal

Cream of Butternut Squash Soup

Roast Turkey, Cranberry Sauce, Dressing, Gravy

Whipped Potatoes, Vegetable Blend Medley,

Gourmet Dessert

Choice of Hot or Cold Beverage

That's a wrap for #kidstowork day 2019! Thanks to this great group of Grade 9 students for all your help and thanks to the talented teams in Therapeutic Recreation & Creative Arts and Volunteer Services for hosting a wonderful event.

#perleyrideau #seemecare #honourandcare



My father was very well cared for at the Perley Rideau one winter when he slipped on the ice and ended up in full casts on both of his legs while his knees recovered. Thank you for caring for him so well during this time of his life.

Anonymous

Thank you so much Samantha, the care that Mel U. has been receiving from the day he entered care in the Perley Rideau has been so good for him. He absolutely loves the PSW's , the RN's and the RPN's and the volunteers. They have all treated him with so much care and respect no matter what was happening with him.

We cannot say enough good about the Perley Rideau. Thank you so much to everyone at Rideau 1 South.

Thank you so much,  
Pauline and Jim U. and Linda and Ralph W. and Edna U.

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**Jill Ronan** Top Fan  
An amazing team who give so many residents a reason to get up in the morning, a chance to produce works of art and show them off with pride. I have seen such beautiful art of all forms over the years I have visited the Perley and always look forward ... See More  
Like · Reply · Message · 5d · Edited
- 

**Dawn Slater**  
Such awesome art work by the wonderful and talented residents. Absolutely love it!  
Like · Reply · Message · 5d
- 

**Marilyn Murphy**  
Thank goodness for you and all of the staff and volunteers at the wonderful Perley!  
Like · Reply · Message · 5d
- 

**Lorraine Dumoulin**  
Always appreciated the staff at the Perley were my father, Lucien Lacoste, Vet WWII and mother, community side of the house both had a grand time making beautiful works of art which I can treasure today with such found memories.  
Like · Reply · Message · 5d
- 

**Marge Lalonde**  
You run the perfect class and have such a perfect personality for what you do. You are amazing.  
Like · Reply · Message · 5d
- 

**Angelique Willard**  
So wonderful, you are an amazing person, Andrea! ❤️  
Like · Reply · Message · 5d
- 

**Donna Williams**  
The staff are an awesome group. Taking every holiday, special day over the top. I couldn't ask for better people caring for my father. When I see the smile that comes over his face when the staff approach melts my heart. Thank you to everyone. We love you all. ❤️❤️❤️❤️🥰🥰🥰  
Like · Reply · Message · 5w · Edited
- 

**Bev Chappell**  
Our Mom Ruth Chappell dressed up as " a little old lady" for this event.  
Like · Reply · Message · 5w
- 

**Isabel McLean**  
Wonderful people to whom we owe a huge debt of gratitude for the bravery shown by them all. ❤️  
Like · Reply · Message · 3w
- 

**Mary Trafford** Top Fan  
Today, I really missed being at the Perley on this special day. Dad always felt so proud and the ceremony is always so moving and beautiful. ❤️  
Like · Reply · Message · 4w

↳ 2 Replies
- 

**Kate Wilder**  
Such a lovely ceremony. Honoured each year that we get to be there.  
Like · Reply · Message · 4w
- 

**Sonia Cleroux**  
These people are just wonderful. I was blessed to have worked at the physio clinic and have met many of them and trust me just wonderful people .  
Like · Reply · Message · 4w
- 

**Diane Amacher**  
It was a great day at The Perley to celebrate all our Veterans. So happy to be with Aunt Jessie too.  
Like · Reply · Message · 4w

# CEO Update

## The Future of Caring Fall 2019 Update



### Century Club

In July, we held a special ceremony to honour 21 new members of our Century Club: residents born in 1919 or earlier. During the event, multiple generations gathered to celebrate a milestone that is more and more common, particularly here at the Perley Rideau. Many sons and daughters of Century Club members took to the podium to express their thanks for the exceptional quality of care that their parents receive here. A long list of dignitaries also spoke, including the Honourable David McGuinty, Member of Parliament for Ottawa South; John Fraser, Member of the Ontario Legislature; Jim Watson, Ottawa Mayor; and Jean Cloutier, Councillor for Alta Vista Ward.



Sadly, a few members of our Century Club have passed away since the event. The Perley Rideau recognizes that the Century Club is destined to grow over the long term and we're determined to continue to pioneer better ways to house and care for seniors.

### Centre of Excellence in Frailty-Informed Care

Over the next few decades, the number of Canadians aged 85 and over is expected to more than triple. To cope with this demographic shift requires new approaches to seniors' care and housing. A key to meeting the larger challenge is improving care for frail individuals: those less able to recover from illnesses and accidents. The Centre of Excellence in Frailty-Informed Care, the first in Canada, will conduct the clinical research needed to design and implement evidence-based best practices in care, and share them with caregivers. The Centre of Excellence will also help to develop the programs needed to train the next generation of caregivers. In the coming days, we will announce the new Chair of the Centre of Excellence in Frailty-Informed Care.

**CENTRE OF EXCELLENCE**  
 IN FRAILTY-INFORMED CARE

### Seniors' Village

Design work is now underway for the exciting project to expand our Seniors' Village. The project will house about 200 seniors in a new multi-storey tower. The expansion will help to meet growing demand for seniors' housing and support government efforts to improve healthcare and end hallway medicine. It will also contribute to our long-term sustainability. We will continue to engage with the community as the project proceeds, and expect to begin construction in the next two years.



Katrin Spencer, Manager, Seniors' Village Expansion, greets visitors at the village expansion information booth.

In collaboration with Algonquin College, we continue to explore options for a new seniors' home in the west end. The project would pioneer new ways to care for at-risk seniors and provide students with experiential learning opportunities.

### Foundation Launches Caring for the Future Campaign

The Perley Rideau Foundation has launched a special campaign to support the Centre of Excellence and Seniors' Village Expansion. For more information about the Caring for the Future Capital Campaign, visit [perleyrideaufoundation.ca](http://perleyrideaufoundation.ca). We're grateful to the many generous donors who support the Perley Rideau.

# Caring for the Future Campaign



### SeeMe™: Understanding frailty together

SeeMe™ is a comprehensive program that assesses frailty as part of a person's overall health, and helps residents and their families to make informed decisions about treatment. Residents and family members work with Perley Rideau staff to develop Goals of Care plans that align with their values, preferences, and quality-of-life goals.

By the end of 2019, SeeMe™ will be implemented in all long-term care units and staff continue to work on adapting the program to the short-stay units. Results from an initial evaluation show that the program is well-received by staff and families.

The experience of the Ronan family demonstrates the impact of SeeMe™. Tom Ronan was a Veteran who served in the Royal Canadian Navy during the Second World War, and spent his final years at Perley Rideau before passing away in June. He participated in SeeMe™ alongside members of his family. His daughter, Jill Ronan, wrote us a note about the experience:

*“ When Dad moved into the Perley Rideau, it was a difficult time for our whole family. The SeeMe™ frailty-informed program provided immense relief. We met with the team and developed a personalized plan to ensure that Dad's requests and needs would be met with respect and dignity. The care and compassion that Dad and the family received was beyond anything we could have hoped for. We are eternally grateful to everyone at the Perley Rideau.”*

The Perley Rideau is grateful to the Ronan family for agreeing to be featured in promotional videos and photos.

## Sub-Acute Care for Frail Elderly: SAFE Unit

We have an important update about another ongoing project that improves quality of care and saves the healthcare system money. Our SAFE Unit (Sub-Acute care for Frail Elderly) accommodates people who would otherwise recover from surgery or short-term illness in hospital, where care is more expensive. A recently completed review further documents the benefits of the SAFE Unit.

Compared with a group of similar patients who recovered in hospital, people transferred to the SAFE Unit had shorter lengths of stay, and were more likely to return home and not require additional supports. Another interesting finding is that even though SAFE patients had more complex disease profiles, they were no more likely to visit a hospital emergency room. We will complete a more in-depth cost analysis in the coming months and share it widely.



# 98%

Patients Recommend  
The Program

## Sacred Space

A final development worth noting is the opening of Sacred Space: a private room for quiet reflection that can accommodate Indigenous smudging ceremonies and other spiritual and cultural expressions. The Space features resident art made from natural materials, such as plant-based dyes.

With the support of the Therapeutic Recreation and Creative Arts team, Jessie Stephenson, a Perley Rideau Spiritual Care Practitioner, led the project to establish the Sacred Space. As part of her role, Jessie often helps residents and family members cope with end-of-life issues. In November, Jessie described some of what her work has taught her about mental health to a conference organized by the Champlain Centre for Healthcare Ethics.



# Check out our Fall Update Videos at [www.PerleyRideau.ca](http://www.PerleyRideau.ca)

Online viewers can click the thumbnails to view videos



## CEO Report Fall 2019



Century Club



Sacred Space



Resident Art Exhibition Opens



SeeMe™ Testimonial



SeeMe™ Implementation



SAFE Unit Welcome



**Perley Rideau**The Perley and Rideau  
Veterans' Health Centre**News Release  
For Immediate Release**

## Perley and Rideau Veterans' Health Centre Named to Ottawa Health Team

Friday, December 6, 2019 – Ottawa, Ontario

The Perley and Rideau Veterans' Health Centre is part of Ottawa Health Team (OHT), the partnership announced today by Ontario's Ministry of Health and Long-Term Care. Comprised of 53 organizations, OHT will plan and deliver healthcare in the region under the Ontario Health Team Model. An initial focus of OHT will be two groups: frail older adults at risk of losing their functional independence; and adults with moderate to complex mental-health and addiction issues. The Perley Rideau will participate in OHT's Frail Older Adults action team.

A recognized leader in the care of Veterans and frail seniors, and in best practices in long-term care, the Perley Rideau has a long and proud history of innovation. The latest example is the 2019 establishment of The Centre of Excellence in Frailty-Informed Care, which will identify, develop and share evidence-based care protocols and best practices.

To better serve the community and further improve quality of care, the Perley Rideau also partners with a range of organizations. One example is SAFE – Sub-Acute Care for the Frail Elderly: a two-year pilot project in collaboration with The Ottawa Hospital. SAFE is a 20-bed unit that cares for frail patients who no longer require acute care in hospital. In addition to improving quality of care and accelerating recovery, SAFE frees up hospital beds and has the potential to save millions of dollars annually.

### Quote

“The Perley Rideau is committed to evolving continuously to better serve Veterans and residents, along with their families and the broader community. Innovation and collaboration have always been – and will continue to be – central to our identity and our operations. By creating new service models, innovations and partnerships, we continue to improve healthcare for seniors in the Ottawa region.”

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

# Remembrance Day 2019

*“Today, we pause, we reflect, we take time to remember. We remember with sadness and deep respect the men and women who died for our freedom. It is an honour and a privilege to share today’s Remembrance Day service with Veterans, their families and guests, here at The Perley and Rideau Veterans’ Health Centre.”*

Margaret Tansey, RN, Vice-Chair,  
The Perley and Rideau Veterans’ Health Centre Board of Directors



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



***Leading by example: Board of Directors' Vice-Chair, Margaret Tansey, RN, gets her flu shot to protect herself and the at-risk seniors we support.***



***A beautiful rendition of Silver Bells performed by the Perley Rideau Choir, conducted by Gertrude Letourneau, and accompanied by Mapleleaf Horn Trio. This performance was recorded during the Christmas season performance in Lupton Hall.***



*A this time of year, everyone pitches in to trim the trees. Can you guess how many decorated Christmas trees there are at Perley Rideau? See the back page for the number for this year.*

## Halloween 2019:

*Halloween in the Perley Rideau style. Thanks to all the members of the Perley Rideau community for hosting such a fun celebration*





**Ambassador for Peace Medal presented during Holiday Celebration**

*Colonel Ken Moon, Korea Defence Attaché, honoured Robert Avon (Royal 22nd Regiment (Van Doos) on behalf of the Embassy of the Republic of Korea. This commemorative medal is an expression of appreciation from the Republic of Korea to Canadian Service men and women who served in the Korean War. The Ottawa Korean Community Church members celebrated the holiday season.*

*An exhibition of resident art is now on at the MET Gallery, the second floor of the Perley Rideau Centre. The public is invited to frequently visit and celebrate the work emerging from the Therapeutic Recreation and Creative Arts studios.*





*It was a privilege to host David Piccini, Parliamentary Assistant to the Minister of Colleges and Universities, to discuss future needs for healthcare workers, in-house solutions - like the Algonquin PSW Living Classroom - and creation of the first Centre of Excellence in Frailty-Informed Care. (Left to right: Akos Hoffer - CEO, Mary Ann Lamb - Board of Directors, David Piccini, Mary Bouette - Chief Operating Officer, Jen Plant - Director, Clinical Practice, Kris Birchard - Chair, Board of Directors)*



*Christmas meals are in full swing on the units and the smell of turkey is throughout the home. Lunch was another success thanks to the support from volunteers and staff. The beautiful centerpieces were created by our horticulturist and residents together.*



*Kicking off the holiday season with a fantastic concert by Voices in Harmony.*



Thank you to the Ottawa Garden Club for their beautiful winter woodland critter display

**International Volunteer Day! The United Nations has chosen the theme of inclusion to focus their 2019 celebrations on.**

*“Volunteering provides opportunities for people, particularly those often excluded, to concretely impact their own lives and play a constructive role in their communities by volunteering their time and skills. Through volunteerism, communities around the world often experience strengthened solidarity and inclusion.”*

**At Perley Rideau, we are very proud to include people of all ages, abilities, races, religions, genders and sexual orientations amongst our team of 400 volunteers. Thank you to each of these beautiful individuals for sharing their unique selves and helping to improve quality of life for all in our care.**



# CURRENT VOLUNTEER OPPORTUNITIES

DECEMBER 2019

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



## Family Transition

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

## Perley Rideau Foundation

Thank you calls to donors. Schedule daytime calls at your convenience. A list of donors is provided bi-weekly.

## Resident Gardening Program (Creative Arts)

Monday morning or afternoon. Friday mornings.



## Deborah's Gift Boutique

Thursdays 1:00 - 4:30pm  
Help in our retail shop while raising funds for resident needs.



## Friendly Visiting

Provide companionship for residents in Long-Term Care and Assisted Living. Flexible scheduling

## Exercise Classes: Tues, Thurs or Fri mornings

Portering residents, assisting physiotherapy staff to model exercises and encouraging safe participation.

## Woodworking Class: Mon or Tues mornings Clay Class: Thursday or Friday mornings

Porter residents to and from the Creative Arts Studio. Visit and help them with their projects. Assist staff with preparation and clean up.



## Volunteer buddy/Navigation partner for volunteer with disability - Thurs. 1:30 - 3:30pm

Assist with safe navigation through home while visiting with veterans.



# CENTRE OF EXCELLENCE

IN FRAILTY-INFORMED CARE

A key component of the Centre of Excellence is our commitment to developing and implementing best practices and sharing information and education with other organizations. This Fall was particularly busy for knowledge translation activities as demonstrated by participation of our staff in 8 events across Ontario. Some of the topics that were presented include:

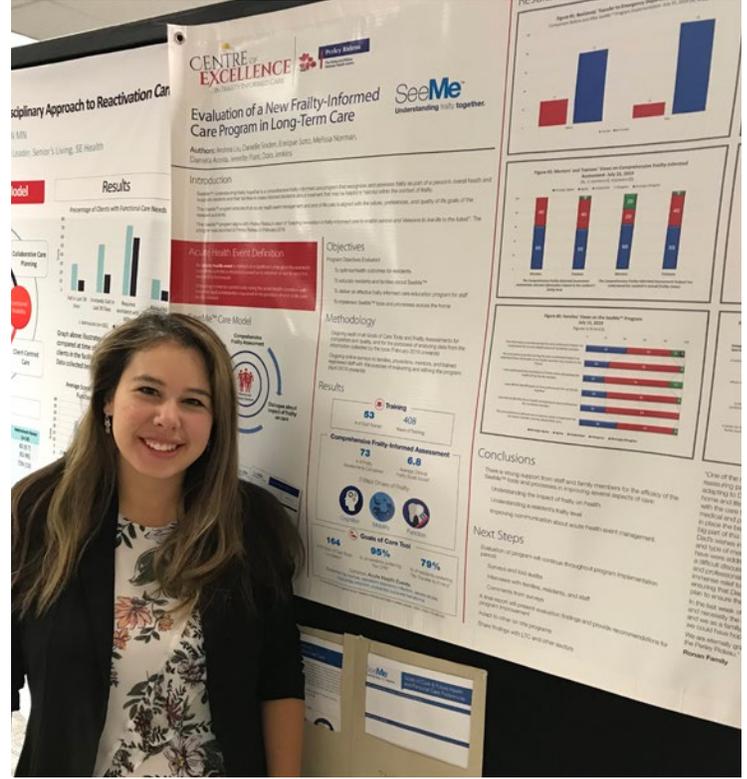
- Innovative Education and Training: The Perley Rideau Experience
- Using Simulation in Falls Prevention Education
- Implementing Best Practices and Impact on Compliance
- Noise Reduction in Long-Term Care
- Comfort Care Rounding
- SeeMe™: Understanding *frailty* together
- Mental Health at End of Life
- Active Seniors
- Sub-Acute Frail Elderly (SAFE) Unit



**Jessie Stephenson, Spiritual Health Practitioner, delivers an engaging talk at the Champlain Centre for Health Care Ethics in November. Jessie's poignant session focused on existential concerns at end of life particularly as it relates to mental health and the social ethics of inclusion and isolation.**



**Dr. Benoît Robert, Medical Director, and Danielle Sinden, Director, Centre of Excellence were honoured to be selected to present the results of the SAFE Unit Evaluation at the Canadian Frailty Network (CFN) Annual Conference in Toronto in September. The presentation was well-received, demonstrating the effectiveness of the program in helping patients avoid prolonged hospitalization and restoring their independence so they are able to return home sooner.**



**Robyn Orazietti (left) and Daniela Acosta (right) stand proudly by their team’s posters at the Canadian Association on Gerontology (CAG) Annual Scientific and Educational Meeting in Moncton in October. Daniela’s poster featured the evaluation results of the SeeMe™ program, demonstrating that families are pleased with the resident and family-centered focus of the program and staff have benefited greatly from the training in frailty-informed care, which they feel supports them in providing high quality care to residents. Robyn’s poster featured the Active Seniors Program, highlighting the abundance of online resources available that aim to improve outcomes for all seniors by addressing the key drivers of frailty. [www.ActivePerleyRideau.com](http://www.ActivePerleyRideau.com)**



# Seniors' Village Expansion Update

By Katrin Spencer, Manager Seniors' Village Expansion

We have completed the predesign phase of the Seniors' Village Expansion. The design team has been fully onboarded and has now a good understanding of the existing infrastructure and flow/ circulation of the Perley Rideau Campus.

We are currently in the early stages of schematic design which will finalize the program and layout of the podium level and explore the connections with the rest of the surrounding buildings. We are exploring design options that will support the Spiritual Health needs of our community and host all types of gatherings, both large and small. We also started working closely with the design team, stakeholders and the PR community to identify interim solutions that will ensure Spiritual Health and operational needs are met during the construction.

The residential floors of the tower will progress but continue to remain fluid until the final mix of unit types and quantities is determined. We anticipate to complete schematic design in the spring of 2020. Until then numerous workshops will be conducted with staff and stakeholders to inform the design of the new building. We hope to be in a position to share floorplans and drawings with you in the spring of next year.

The suggestion box located at the trade show booth across from the Adult Day Program has been a great success and is well used. Thank you for your input! Please continue to provide your feedback and concerns. We would like to hear from you! We will group questions/ concerns and provide answers in one of the next newsletters. You can also send questions or ideas through [questions@prvhc.com](mailto:questions@prvhc.com) at any time.



**Figure 1 Pre-design Workshops**



***In November our cart was setup with a table reserved to honour our missing comrades in arms. Each item has it's own symbolism.***

***Visit us on facebook to get a full description of each items relevance.***

## Interprofessional Clinic at Perley Rideau

## Clinique Interprofessionnelle au Perley Rideau



## *Thank You!*

January 9th will mark the first anniversary of the Interprofessional Clinic at Perley Rideau. Since our arrival, the interprofessional team, comprised of Audiologists, Occupational Therapists, Physiotherapists and Speech-Language Pathologists has offered assessment and intervention to a wide variety of clients both from the Perley Rideau and from the community at large. We have also continued our mandate as a teaching clinic affiliated with the University of Ottawa by taking students from the Faculty of Health Sciences and from the Faculty of Medicine for their clinical placements. We have provided in-services to residents and staff on various topics and have had the chance to participate in Perley Rideau activities such as the National Infection Control Week, Occupational Therapy Month, Wellness Fair during Safety Week and the Oral Health Fair. We continue to strive to provide high quality, evidence-based and client driven services to children and adults of all ages.

Over the course of the year, we have had the privilege to meet many residents, families, friends and staff of the Perley Rideau who have made us feel welcome in our new location and for that, we are very grateful.

To find out more about our services, you can visit our website at [InterprofessionalClinic.com](http://InterprofessionalClinic.com) or stop by at any time Monday to Friday between 8am and 4pm.

Warmest wishes for the holiday season,  
The Interprofessional Clinic Team

# Family and Friends Council (FFC)

The Family and Friends Council closed out the 2019 meeting year with an informative and relevant presentation by **Andrea Liu**, Program Lead-Interprofessional Care, and **Daniela Acosta**, Collaborative Practice Leader. They provided an update on the **SeeMe™: Understanding frailty together** Program and reviewed the status of the rollout, staff training, and the components of the Comprehensive Frailty Assessment and the Goals of Care tool. The presentation began with the definition of frailty and underlined the basic premise that knowing the individual will ensure that care is tailored to the resident's needs with the focus on a team-based approach. The in-depth presentation was well organized and identified the major drivers of frailty and how each component is addressed through the comprehensive design of the program. Of interest was the explanation of how all the pieces of information gained from a range of assessments are combined to achieve a picture of the 'whole individual'. Of particular interest was the method of using the clinical frailty scale to help organize all of the information into a communication tool to help residents and families come to informed decisions in the case of an acute health event.



**Please save the dates for our first three meetings of the New Year:**

**January 16th,  
February 20, and  
March 19th.**

**The meetings are at 7 p.m. in Benidickson Boardroom, 2nd Floor.**

The Family and Friends Council executive would like to take this opportunity to thank all the families and friends who have shared ideas and attended our meetings during the year. We would also like to thank the wide variety of speakers who have shared their valuable time and knowledge with us. Wishing you all the best of the season.

## ***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](mailto:familycouncil.prvhc@gmail.com)*



# Community Events



***The 2019 Fall Benefit Fashion Show and Shop Event was a great success! Vendors specializing in women's clothing and accessories sold their wares, and a fashion show displaying Nygard's 2019 fall line awed the crowd. All proceeds from the event will support music therapy in the Therapeutic Recreation and Creative Arts Program. Thanks to everyone who came out and supported the event!***

***The Knitting Club of the Seniors' Apartments held their annual sale in early November, and the mittens, scarves, tea cozies, dishcloths, and more quickly sold out! These intrepid knitters raised \$545, and all proceeds were donated to the Foundation! Thank you, ladies, for sharing your time, talent and purls of wisdom!***



***The Tree of Life is a growing, living memorial where donors can choose to honour their loved ones, staff members, volunteers, or anyone that has had an impact with their relationship on the Perley Rideau. The Foundation is grateful to those who choose to pay tribute in this meaningful way. Pictured here are members of the MacLeod family gathered for a Tree of Life ceremony honouring Bruce and John MacLeod.***

Members of the Perley Rideau team were thrilled to appear on An Hour to Give, 1310 News' program dedicated to charities, events, festivals and other non-profit organizations in our community. Heather Moxley, Chair of the Family and Friends Council, Danielle Sinden, the Director of the Centre of Excellence and Research Operations, Delphine Haslé, Executive Director of the Foundation, and Daniel Charron, Co-Chair of the Foundation's Caring for the Future Campaign, all spoke about the impact of the Perley Rideau on the community today, and in the years to come. If you missed it, you can still listen to it on [www.perleyrideaufoundation.ca/](http://www.perleyrideaufoundation.ca/)



The Royal Naval Engineers' Quart Club (RNEQC) continued their annual traditional of visiting with residents for a drink on Remembrance Day. Since their support began in 1995 the RNEQC has raised \$37,004, with a donation of \$5,235 in 2019! Thank you to all members of the RNEQC for what you do to ensure high quality of care for the seniors and Veterans who call the Perley Rideau home. L to R: (back row) Sara Francis, Foundation Development Coordinator; Dave McCracken; Frank Trepanier; Don Wilson; Karel Heemskerck; Peter MacGillivray; Bill Broughton; Gerrie Kautz; Delphine Haslé, Foundation Executive Director; (front row) Mr. T.S. Allen; Mr. Arnold Roberts; Mr. Hank Dopler.

## FOR ALL UPCOMING EVENTS TICKETS AND VOLUNTEER OPPORTUNITIES

visit [www.perleyrideaufoundation.ca](http://www.perleyrideaufoundation.ca)  
or call Sara Francis at 613-526-7173 | email [sfrancis@prvhc.com](mailto: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.



*Thank you to members of the Royal Canadian Br. 616 – West Carleton for their generous donation of \$9,760! This money will be used to purchase a new bladder scanner, which will perform quick, easy and non-invasive scans of the bladder to safely and accurately evaluate the need for catheterization. This money will also be used to fund the Home Sweet Home project, giving each resident room new curtains and comforter linens by the end of 2022. We are grateful to the Legion members for their ongoing support!*



*These adorable hand-made snowmen are on sale now in the Foundation office for \$10 each! Only 12 remaining at the time of publication, don't wait to get yours!*



**Catch the Ace!**

DON'T MISS YOUR CHANCE TO WIN

# CATCH THE ACE

In support of the Perley Rideau Foundation

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

Charitable Registration # 12194 8038 RR0001

Over \$10,000 in weekly prizes won so far!

Ace Jackpot always growing, currently **\$16,321!** Limited tickets available!

Draw every Thursday at 3:00 PM in the cafeteria



Lottery Licence # M758377

[www.perleyrideaufoundation.ca](http://www.perleyrideaufoundation.ca) 613-526-7173



## Boost self-care with positive relationships

Despite our best efforts to eat well, get plenty of sleep and exercise regularly, there will be times when we feel physically sick and are not functioning well. Most of us know that ignoring our symptoms will only make us more sick and that the best thing to do is let people know we're ill, go home and take care of ourselves.

So why don't we do the same when we're mentally unwell?

### The importance of self-care

There are things we can do to support both our physical and mental health, for example a healthy diet, plenty of sleep and exercise. But where good mental health is concerned, there's another important factor – relationships. Positive relationships with partners, family members, friends, co-workers and neighbours help increase our self-esteem and give us a sense of community and purpose. However, unhealthy relationships (those that are combative, judgemental, belittling etc.) can worsen our mental health. Building a great social support system often means eliminating toxic or negative people from your life.

But no matter how much people care for us, they can't help if we don't speak out and that can be hard. The stigma that still exists around mental illness prevents many of us from admitting we are mentally ill or that we need treatment. Allowing people to help and support us is the first step to recovery.

Here are some tips to help you start reaching out to your social network:

- Start with the person in your life you know loves you unconditionally (your spouse, best friend or parent). He or she can support you as you share your diagnosis with others.
- Tell one person at a time.
- Be prepared for different reactions. People may be sad, confused, upset or shocked.
- Understand that **not everyone will offer the same level of support**.
- If people don't react as you expected, be sure you have someone to turn to, like your best friend or therapist.

Self-care isn't being selfish. It's about being kind to yourself and allowing others to be kind to you. Your openness and willingness to accept help may encourage others to do the same. For information on mental health and self-care, [contact us](#).

## Heart Attacks: Another Risk from the Flu

While it is well known that infection with the flu raises the risk of respiratory illness (e.g. pneumonia and bronchitis), a recent study showed that flu infection raises the risk of heart attack and stroke, especially in the first seven days.

Factors that may increase your risk include:

- Being age 65 or older
- Infection with influenza
- No previous heart attack

For persons aged 65 years and over, the risk for influenza-attributed death was:



**5x**

greater among those with chronic heart diseases



**12x**

greater among those with chronic lung diseases



**Risk of heart attack and stroke increases within seven days after flu infection!**

**20x**

greater among those with **both** chronic heart and lung conditions

### WHAT TO DO



People at risk of heart disease should take special care to prevent getting influenza by handwashing and vaccination.



If you get the flu or other respiratory infection, do not delay medical evaluation for heart symptoms particularly in the first week of the infection.

1) Institute for Clinical Evaluative Sciences, ICES.on.ca; Public Health Ontario  
2) Public Health Agency of Canada, 2016; Naghawi et al. Circulation 2003;107:752-8; Virmani et al. Arterioscler Thromb Vasc Biol 2000;20:1262-75; MacIntyre et al. Heart 2013;99:1843-8; Sheikh et al. J Am Coll Cardiol 1999;33:1916-9; Glezen et al. J Infect Dis 1982;146:313-21; CDC 2016.  
3) Wang et al. Vaccine 2007;25(7):1196-1203.

# Caring for the Future

## Campaign

# TOWN HALL January 29<sup>th</sup>

Presented by The Perley and Rideau Veterans' Health Centre Foundation



## Open to Everyone.

**Friends, family,  
and volunteers of  
The Perley Rideau  
are welcome!**

*Coffee, Tea and Treats  
will be served.*

Join us and meet the **FUNdation** team!

- **Wednesday, January 29<sup>th</sup>**
  - **1000 hours (10:00 am)** - Open Town Hall
  - **1330 hours (1:30 pm)** - Open Town Hall
  - **1445 hours (2:45 pm)** - *Brief Town Hall for Food & Nutrition staff*
  - **1530 hours (3:30 pm)** - *Town Hall for Therapeutic Recreation and Creative Arts staff*
  - **1930 hours (7:30 pm)** - *Brief Town Hall for Food & Nutrition staff*
  - **2030 hours (8:30 pm)** - Open Town Hall
  - **2130 hours (9:30 pm)** - Open Town Hall
  - **2330 hours (11:30 pm)** - Open Town Hall
- **Thursday, January 30<sup>th</sup>**
  - **0015 hours (12:15 am)** - Open Town Hall

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

# Safety Week 2019

Safety Week Planning Committee

Thank you to all staff, residents, tenants and families who participated in the Safety Week 2019. We are happy to report a participation of 207 visits which best results so far! We gave out many great prizes, including a complete home emergency kit. Thanks for the generous donors: the management team, staff association and gift shop. A big thank you to the planning committee for your hard work in making this a success.

Our themes this year were: Progressive Discipline, Infection Control, Wellness and Emergency Preparedness.

One of the priorities this year is to educate employees for the disciplinary process. Feedback was very positive from those who participated (Days, Evenings and Nights). The education that was provided was based on the following policy and procedures:

Prior to any discipline taking place, support and teaching can be an effective way to improve an employee's performance. Where a manager believes disciplinary action may be warranted, he/she will establish the facts through investigation or inquiry.

Generally, progressive discipline at the Health Centre will conform to the following sequence:

- Verbal Warning
- Written Warning
- One (1) Day Suspension
- Five (5) Day Suspension
- Termination

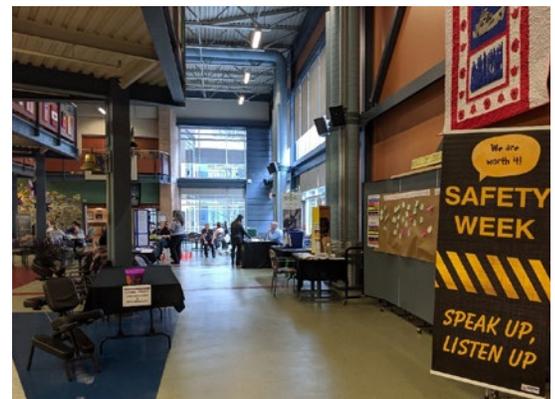
Since progressive discipline is not mechanical, steps in the sequence can be skipped or repeated, depending upon the facts and circumstances, including the seriousness of the culpable behaviour. All discipline on the employee's file will be considered when determining the appropriate disciplinary action. The length of time a disciplinary document remains on the employee file is subject to the collective agreement; both the ONA and CUPE collective agreements provide that discipline will be removed from the file 18 months from its imposition (see collective agreements for details).

If you have any specific questions, speak to your union representative, supervisor/manager or the Director of HR.

Thank you everyone and see you at Safety Week 2020!



**Members of the Safety Week Planning Committee dressed as the following natural disasters and emergency personnel for the Halloween costume party: (from left to right) lighting, ambulance, tornado, fire, disaster recovery team and flood.**



**We had a Wellness Celebration on Friday which is filled with fun learning activities, games and lots of education materials. Some of our partners joined this celebration such as the Dementia Society, Interprofessional Clinic and our new Employee Assistance Program – Family Services. Thanks to the Physio and Massage clinic for free massages!**



*So, what kind of hair day are you having?  
Halloween 2019 fun!*



**The Answer** – There are 36 Christmas Trees decorated in the Perley Rideau Village. And that does not include any trees in private apartments!

## Vol. 22-05

### Newsletter credits

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public. Excerpts from the newsletter will be treated with the utmost respect and shared through our various social media channels. For questions, concerns or to share story ideas, please contact Jay Innes at [jinnes@prvhc.com](mailto:jinnes@prvhc.com). Please note that the newsletter is available online at [www.PerleyRideau.ca](http://www.PerleyRideau.ca).

All submissions are welcome.

## Want to stay in touch with the Perley Rideau?

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



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Rideau



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Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
/ Foundation



Perley  
Rideau

