

Fall 2018 Edition

# The Perley Rideau News

Vol. 21-06

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

ACCREDITED WITH  
EXEMPLARY STANDING



ACCREDITATION  
AGRÉMENT  
CANADA

## Together, We Improve The Well-Being of The People We Serve



### Inside:

- A Day in Scrubs, read the personal accounts, page 4
- Employee Recognition Awards and photos, page 29
- Staff appreciation photos, news from the Perley Rideau Foundation and More!

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





### Mélissa Anne Carrière

Mélissa Anne Carrière is the new Administrative Assistant at the Perley Rideau Foundation.

A graduate of St. Lawrence College, Mélissa joins the Foundation team, supporting Dan Clapin, Executive Director, Delphine Haslé, Manager of Development and Sara Francis, Development Coordinator.

An Army Cadet Warrant Officer, Mélissa has been an active member of Royal Canadian Legion Branch Orleans #632.

Among her many duties, Melissa will provide administrative assistance to the Foundation Office team including donor management and record keeping.

The Foundation and its Board of Directors welcome and wish Mélissa great success in her new challenges.



### Ivan Vukosavljevic

Ivan Vukosavljevic feels very fortunate to have previously worked at the Perley Rideau alongside Carol Leach and her team. The challenging and collaborative environment he remembers three years ago has brought him to accept a part-time role as a physiotherapist with the clinic since November 2017, working in all fields of physiotherapy including geriatric, orthopaedic, cardiovascular and neurological. Whether it was studying at University of Ottawa, working as research assistant or as a trainer for the University's men's basketball team, Ivan recounts that he's always felt motivated to continuously learn and improve, and credits the UOttawa team with his decision to study physiotherapy - that, and his drive to continue to learn and to provide his community with the highest standards of care. He constantly sets higher standards of care for his patients, his team and for his ongoing learning and teaching

On July 16th, Ivan assumed the role as Lead Physiotherapist of the Perley Rideau Physio & Massage Therapy Clinic, succeeding Carol Leach who will be reducing her work schedule.

The Perley Rideau Community thanks Carol for her many years of passionate and dedicated care for residents, families, volunteers and staff and we appreciate that she continues to provide physiotherapy service one day per week.



### Camille Bégin

Camille Bégin received her Bachelors of Health Sciences from the University of Ottawa in 2014. In 2016, she completed her Master's degree in Health Sciences in Audiology. Camille has worked in a variety of private clinics evaluating hearing as well as dispensing and fitting hearing aids, with both adults and the elderly population. Camille has experience troubleshooting hearing aids, whether it is cleaning hearing aids, or addressing connectivity issues with hearing aid accessories. She can also perform wax removal, among other services. She would be happy to offer her services in French or English, to ensure a positive hearing experience for clients. In the summer, Camille enjoys the outdoors while camping, canoeing and biking and in the winter, she enjoys alpine skiing. Welcome to the Perley Rideau family, Camille.

# TOWN HALL SUMMARY

## Discussion Topics

PAST	PRESENT	FUTURE
Tributes	Construction Updates	Centre of Excellence
SAFE Unit	Village Expansion – New LTC Beds	PSW Burnout Research
Veterans Beds	Gift Shop Naming	Questions and Answers

Thanks to all the staff and volunteers who attended the September Town Hall meetings

## Survey Responses from Attendees

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

**2.75**  
AVERAGE  
Clarity and completeness of the presentation

**2.71**  
AVERAGE  
Were you able to get an answer to something you had been questioning?

**2.76**  
AVERAGE  
Were the presentations helpful to you in understanding the issues that were addressed?

**2.6**  
AVERAGE  
Sufficiency of time for questions and feedback

**2.74**  
AVERAGE  
Overall rating for session

## Noteworthy

**2.7 (90% or better):** Average score for four of five questions earned

**2.75 (91%):** Highest average score for all five survey questions, “Rating for clarity and completeness of presentation”

**2.6 (86% score):** Average score of 2.6 for question on “sufficiency of time for questions and feedback” – the average of all five scores. We will work to address this and room for improvement

Plan on attending the next Town Hall meetings on December 12th and 13th



# A Day in Scrubs:

## Launch of Quality Improvement Project to Address Burnout



### Step 1: Three staffers don scrubs to get a frontline perspective

*To better understand the complexities of working as a PSW, I suggested that my fellow teammates experience a day in the life of a PSW by completing a shadow shift. The other three core team members usually work in administration and have limited or no bedside experience in this setting. They were really glad that they completed this challenge and would like to share their learnings with you.*

*I'm grateful that my teammates had the opportunity to see firsthand the exceptional contributions made by our hardworking PSWs every day. We would like to invite you to recognize the unsung heroes of long-term care by giving them a "Kudos card", available throughout the Health Centre.*

**Kelly Donahue, Special Approach PSW**

# Taking Time to Connect

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



On Ottawa 2 West, Rosemary Alvarez (left), PSW, was the day's guide for Andrea Liu, Coordinator - Centre of Excellence and Interprofessional Clinics.

I had the incredible experience of shadowing PSW Rosemary Alvarez on August 1st in O2W. Rosemary is a highly dedicated PSW who takes the time to connect with each resident, and strives to have fun with them. I had the opportunity to partake in singing multiple songs with different residents, which really helped with facilitating transfers and other acts of care. I could see how much Rosemary cares for her residents, treating them as she would her grandmother or grandfather, knowing all the details of their life stories, and doing extra little things, like tidying up their toiletries on the sink. It was evident that taking the time to connect with residents, and meeting them where they are at emotionally, cognitively, and physically was helping in minimizing responsive behaviours.

From this shadowing experience, I was able to get first-hand experience in how busy PSWs are. The workload is heavy with physically exhausting tasks and tight time constraints, and the PSWs are always on the move. There are periods of time where call bells are constantly going off and it can be challenging to answer them right away. From my observations, having an efficient work routine in terms of prioritizing the order of care tasks, and working well with your team can make a huge difference on a busy unit. I was really impressed with the level of teamwork I saw. Rosemary's partner Marie was quick to provide an extra hand, and they helped cover each other's call bells when needed.

Perley Rideau is so lucky to have some really amazing PSWs who do their best to make the most positive experience for our residents!

# The Fancy Pillow Trick and Other Secrets to Great Care

By Rebecca Wilson, Strategy, Transition and Workplace Consultant



Marie McCarthy (right), a PSW on Rideau 1 North, served as mentor for the day to Rebecca Wilson, Strategy, Transition and Workplace Consultant

On August 2nd, I worked alongside PSW Marie McCarthy for the duration of her day shift on R1N. Leading into the shift, I was nervous as I knew I'd be stepping into a demanding and unfamiliar role. The team on the unit quickly eased my nerves by being welcoming and patient from the moment I arrived.

I feel very lucky to have been paired with Marie for my shadow shift. I could not have asked for a better mentor and role model. I could immediately tell how much pride Marie takes in her work, and appreciated the amount of warmth and compassion she brought into each and every resident interaction. Not only is she a highly competent

professional, but she's also an amazing teacher. She took time to explain each task, to respond to my questions, and to provide me with the direction I needed.

I did my best to assist with many different tasks and learned a lot working with Marie, but there's one particular skill I'm confident I'll be showing off for years to come. Marie showed me how to put on a pillow case in a "fancy" way (just like they would at a 5 star hotel). Marie's hotel-grade pillow casing was just one of many ways I witnessed her attentiveness to the small details that contribute to an outstanding resident experience.



During my shift, I also got to work alongside Don, the other PSW supporting residents on the same side of the unit. I was so impressed by the way Marie and Don worked as a team and supported each other, and by the amount of professionalism they displayed in their interactions with residents. I've always believed that it takes a very special type of person to become a PSW, and that belief was reinforced through my short time working on the unit.

It was amazing to be able to spend a day interacting with and assisting residents. I was humbled by how physically demanding some aspects of PSW work are, and felt tired after a long day on my feet. But I went home with a big smile on my face after spending the day with a great group of staff and residents.

Marie and Don: Thank you for allowing me to be a witness to the amazing work you do! And thank you to the rest of the team and the residents on R1N for welcoming me to the unit. I am incredibly grateful for the experience!



**\*\* Learn Marie's secret to fancy pillows! \*\***

Visit <http://bit.ly/2PrQhkl> and watch for it on the Perley Rideau Facebook and Twitter pages.

# New Hearing Care Services at Perley Rideau

We are excited to welcome a new hearing care provider, Camille Bégin, who will be providing services as part of the Interprofessional Clinic.

Camille will be operating temporarily out of the Perley Rideau Physio & Massage Therapy Clinic until construction is complete on the Interprofessional Clinic.

Hours of operation are Monday-Friday, 8:00-4:00.

## Services

The following services are now available:

- Earwax management
- Repair of hearing aids
- Reprogramming hearing aids/verification and validation of hearing aids
- Meet and greet with Camille to get any questions answered or to get more information on our services

## Other services that are coming soon (Please call for more information):

- Hearing screening/assessment/follow-ups
- Hearing aid prescription
- Dispensing and fitting of hearing aids
- Battery sale and replacement

As of November 1, some services can be offered in the form of home visits to apartments and long-term care/short stay units at the Perley and Rideau Veterans' Health Centre. Call to enquire further. Please note that any service agreements associated with hearing aids purchased from Helix Hearing Care will be honoured without any additional fees.

**Hearing Care Services:  
613-526-7175**



Thanks to the Perley Rideau community for all your support and patience during the construction to create the interprofessional clinics on the main floor of the Perley Rideau Centre, across from the Foundation offices. Please contact Support Services if you have any questions.

# Spotlight on Pain and 3D's!

This summer, we have put a focus on our Best Practice Guideline (BPG) Teams to help raise awareness for all the incredible work they have been up to. June was Pain Awareness Month and July was 3D's Awareness Month here at The Perley Rideau. Our Quality Improvement Teams planned a number of activities to highlight the work of the team and provide educational opportunities on related topics. Here's an overview of what each team put together during these months:

**June - Pain Awareness Month**, began with *"The Pain Killers"* visiting units with chocolates and treats to quiz the staffs knowledge. The following awareness strategies were rolled out to our facility staff members, families and residents:

- A quiz was created by the Pain team *"The Pain Killers"* which 63 staff members participated in and with average score is 90.2%!
- Kathy Ryer (Resident Care Liaison) won a 25\$ gift card from the quiz's draw, congratulations Kathy!
- Informative emails from pain team sent out to staff
- Walk and talks completed by Lacey Sheng (pain BPG team lead) and other Champions
- Pain poster was posted in the BPSO board and on the units. This pamphlet is still available on the units throughout facility!

We kicked off July by putting spotlight on our 3D's team who put together a number of activities and information for our residents, staff and families, including:

- Posters that review, outline and define the 8 A's of Dementia
- A display board for the 3 D's team was located in the cafeteria for the month of July that showcased which showcased some info about the team and some of they're successes
- A quiz on the 3 D's was made available to staff with the chance of winning a 25\$ gift card to Starbucks. A total of 44 staff members completed the survey with Pawan Aggarwal (PSW) being the lucky winner, congratulations Pawan!
- Mock Code White drills gave staff the opportunity to test their knowledge, learn and grow. Even staff walk and talks with scenarios to discuss steps of responding to a Code White were conducted, providing even more education and support.
- Scenarios gave staff an opportunity to ask questions, learn and get some free chocolate and pens for participating!

Thank you to everyone who participated in these activities over the summer!





The Village

## Dental Care

*Now located on the 2<sup>nd</sup> floor,  
across from studios*

**Perley Rideau Dental Clinic  
Muriel Laughton and Amy Pitre  
Registered Dental Hygienists**

- Monday to Thursday, 9 am to 4 pm
- Complete Oral Assessments
- Cleaning, Polishing, Fluoride and Desensitization
- Individual Care Instruction
- Referrals to Specialists and Dentists
- Denture Cleaning and Labeling
- **Muriel Laughton: ext. 2365**
- **Amy Pitre: ext. 7178**



# 2018 Village Fair Another Success!

To the more than 300 members of the Perley Rideau community who came out on Saturday to support our annual Village Fair: We thank you!

A special thanks to Dave, Robyn and the Therapeutic Recreation and Creative Arts team supported by volunteers and staff to create a day perfectly matched to Saturday's weather.

An added note of appreciation to the team from Support Services for helping to set up and clean up. We are a messy bunch, especially when there's a barnyard zoo involved and a BBQ for 300 hungry people!



### Horticulture Therapy Fall Programs

- Apple Picking
- Apple desserts-Apple Crisp & Apple Cinnamon Honey Cake
- Baked Apples and Apple Chips
- Nature Walks and Duck Pond visits
- Leaf collecting and preserving
- Fall picks
- Thanksgiving flower arrangements
- Pumpkin carving, decorating, and centerpieces
- Roasting Pumpkin Seeds
- Pumpkin Pudding
- Fall cleanup and bulb planting



NEW ARTWORK  
**MADE WITH OUR  
HANDS**



**MET GALLERY**  
2ND FLOOR PERLEY CENTRE  
OCT 16th- JAN 15th



# Perley Rideau Cafeteria Christmas Craft Sale



**Thursday November 29th**  
**PRVHC Cafeteria**

**10am-3pm**  
**Work made by Residents**

# Yoga for Employees and Volunteers



## Updated Class Schedule for September – December 2018

Tuesdays 3:15 – 4:00pm in the Games Room

Tuesdays 4:30 – 5:15pm in the Games Room

Wednesdays 12:10 – 12:50pm in the Games Room

**Drop-ins and new yogis welcome!**

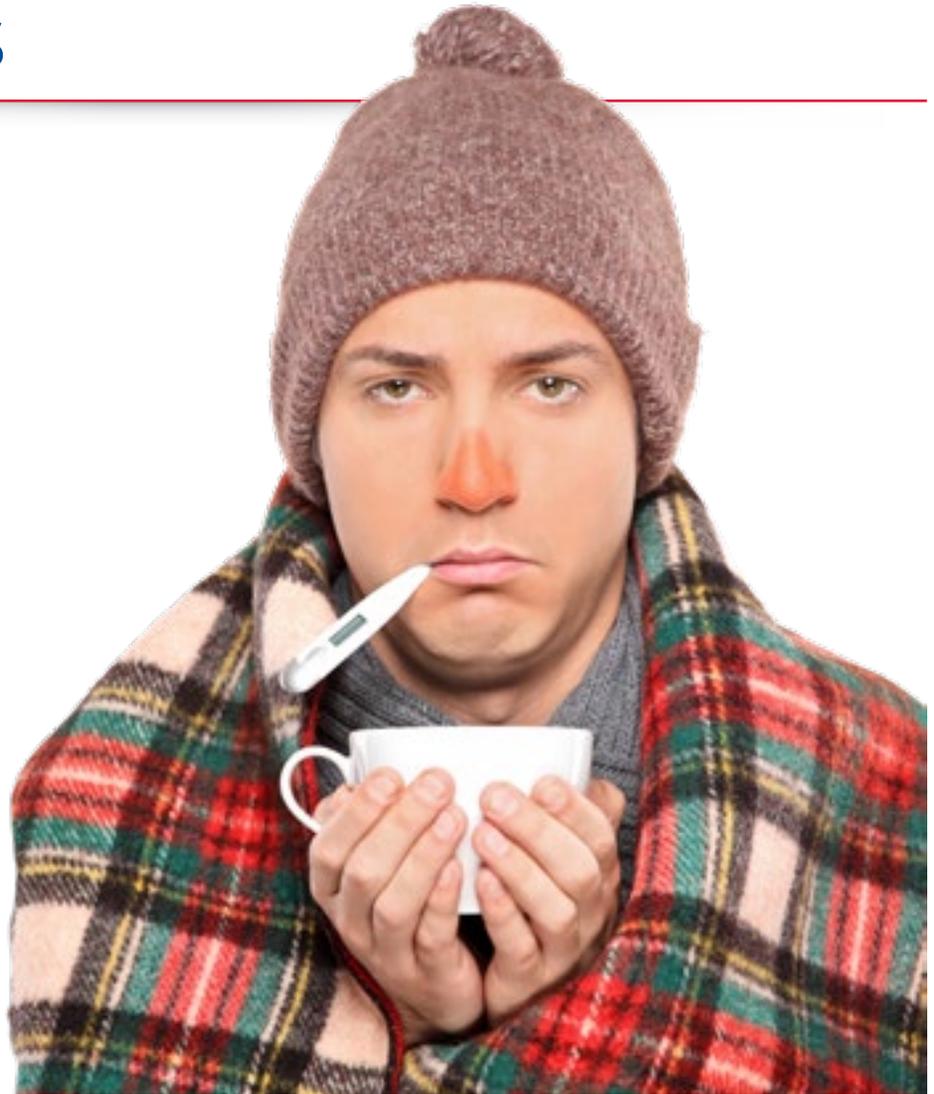
Contact Rebecca Wilson (x2225) to learn more

# Flu Shot Clinics

Perley Rideau will soon be kicking off our annual influenza campaign with our series of flu clinics

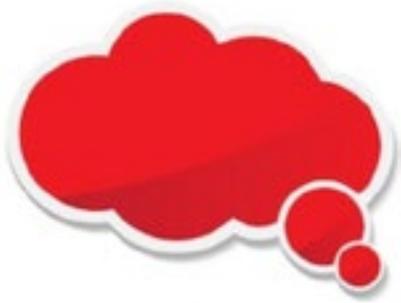
**Tips to prevent outbreaks:**

- Implement additional precautions when symptoms are identified in residents
- Meticulous hand hygiene
- Cough and sneeze into your sleeve
- **GET THE FLU SHOT**



## UPCOMING FLU SHOT CLINICS

<b>Date</b>	<b>Time</b>	<b>Location</b>
Oct. 30	1000 to 1700	Food & Nutrition room
	2300 to 0700	Mobile Clinic
Oct. 31	1000 to 1700	Food & Nutrition room
Nov. 01	1100 – 1300 & 1600 - 1800	Mobile Clinic
Nov. 02	1200 to 1700	Mobile Clinic
Nov. 05	1430 to 1930	Cafeteria (in collaboration with Ottawa Public Health)
	2300 to 0700	Mobile Clinic



**SPEAK UP, LISTEN UP**

**SAFETY WEEK**

**October 29 & 30**

**The Committee will bring the games/prizes to you  
Topic: Speaking Up and Infection Control**

**October 31**

**The Committee will be in the competition for best costume**

**November 1**

**See our gym (linen area) and have a slice  
Topic: Wellness Program**

**November 2**

**Celebrate with us in the Cafeteria (more treats and prizes)  
Topics: Speaking Up, Infection Control, Wellness Program**

**Your Safety Week Committee**

**Lacey Sheng  
Tanya Holmes  
Rebecca Wilson**

**Cheryl Kemp  
Kelly Donahue  
JOHSC members**

**Chris Smith  
Tania Paolini**



## *Annual Staff Christmas Dinner & Dance*

Saturday, December 1<sup>st</sup>, 2018  
Tudor Hall  
3750 North Bowesville Road

Cocktails – 6:00 PM

Buffet Dinner – 7:00 PM

### Tickets

\$25.00 per person for Staff Association members and one guest  
\$55.00 per person for non-Staff Association members

Tickets are on sale now! See Neda Golfam, Rachel Lavergne, Melissa Needham, or Sara Francis to buy yours.

First come, first served! There are a limited number of tickets available and we have SOLD OUT in the past so get your tickets early!

Christmas Draw Tickets also available!  
3 tickets for \$5.00

Draws for \$100, \$200, \$300, \$400 and \$500 will be held at the party.

PLEASE NOTE: you do NOT have to be there to win and it is open to everyone!

See Rachel Lavergne, Neda Golfam and Clarene (Ma) to buy yours.

## Perley Rideau Breakfast with Santa

- Sign-up sheets to indicate how many children and adults will attend will be available at the Nursing Stations;
- Please bring a gift (under \$20) for each child attending with you;
- Breakfast includes pancakes, sausages, fruit, juice, tea, and coffee;
- Colouring books and crayons and a bouncy castle will be available until Santa arrives.



**Saturday, December 15<sup>th</sup>**  
**0900 – 1130**  
**Cafeteria**  
**The Perley and Rideau**  
**Veterans' Health Centre**



*Brought to you by the Perley Rideau Staff Association*



# WESTERN

## STAFF APPRECIATION BBQ



# *Lifelong Learning*

## *Fall 2018 Courses*



***STAY ACTIVE! STAY HEALTHY!***

We are now accepting registrations for the Fall session of Lifelong Learning. Courses range from practical one-time classes providing a course on digital communications for beginners and another single course with tips to prepare to pack and move from the family home. Both courses are free but require registration. Additional courses include and appreciation of Canada's War Art, a series on Ottawa's history and a chance to learn Mandarin to impress at restaurants that will be accompanied by a meal in the cafeteria. Thank you for sharing this news with the Perley Rideau community.

### JOIN US FOR THE FOLLOWING COURSES:

- Moving from the family home (**FREE!**)
- Making sense of computers and technology (**FREE!**)
- Learn Mandarin to impress at restaurants
- Learn about Canada's War Art
- Find out about Ottawa's History

For more information, please visit...

[www.ActivePerleyRideau.com](http://www.ActivePerleyRideau.com)

Call 613-526-7171, ext. 2222 or Email [learn@prvhc.com](mailto:learn@prvhc.com)



# The Family and Friends Council

The Family and Friends Council hosted a table at the Perley Rideau Village Fair on Saturday, September 8th. It was fun to see so many families out enjoying the day!

Our first meeting of the fall was on Thursday, September 20th. Jessie Stephenson, M.Div., Spiritual Care Worker, presented an informative, thought-provoking presentation and conversation on Continuing Care for the Care Givers: Changing Roles and Identities. Jessie led the members in an interactive exchange on how roles and identities change when we become caregivers, encompassing challenges, joys, and grieving. She offered suggestion on how care of self can shift to support these changes and how the continuum of each individual's path will fluctuate and shift over time.

On Thursday, October 18th, at 7p.m. in the 2nd floor Boardroom, **"Creating a Meaningful Visit"**, was presented by the two special approach PSWs – Kelly Donahue and Freddy Vasquez. Frailty and dementia often change the way we interact with our loved one and visits can be challenging to navigate for family members and friends. The informative presentation provided valuable resources to enable a meaningful visit. As part of an examination of the ways to ensure a positive visit for resident and family members, the presentation emphasized the importance of being in the moment with loved ones living in long-term care.

## ***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 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)*



# Veteran Residents' Council

After a long hot summer, the VRC resumed monthly meetings on 11 September with President John Lippsett calling the full house 'to Order" a little after 1000 hrs.

The Executive members were introduced beginning with new Vice President Arnold Roberts, Invited Guest Secretary Peter Kraye, Veteran's Rep Gerald Sinclair, Veteran's Rep Doris Jenkins, Invited Guest Veteran's Rep John Barclay, and Invited Guest Family Rep Joan Olinik. The President welcomed Legion Rep Bill Redmond and VAC Rep Pat Messier and four Perley Staff members. Other than the Executive, there were 19 Residents in attendance.

After the "new business" from the June meeting was dealt with, President John Lippsett, who was very busy over the summer, presented a report, as follows:

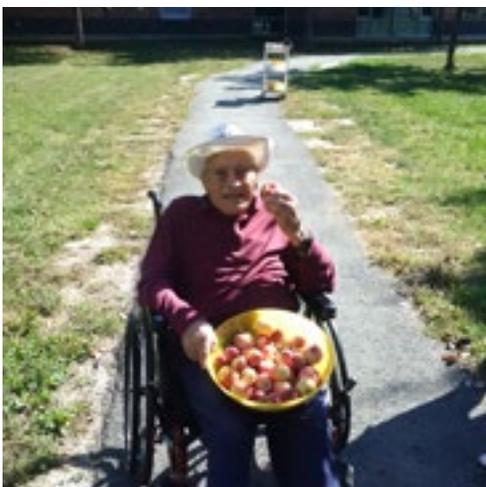
I have initiated discussions with the staff on the following topics:

- For easier loading and unloading of passengers, the curb at the Rideau entrance between the between the crosswalk and the parking lot should be removed, as well as the grassy area. The stone patio should be extended to the road and parking lot. Ms. Stuckless agreed to include this project in the 2019 budget.
- The notice boards are too high for wheelchair users to read and/or reach. They should be lowered.

- The dining room staff are still using the resident's bibs to clean up spilled food. Consequently, bibs are sometimes issued with dried food stuck on the bottom.
- The South exercise room will be moved to the R2N activity room in the near future.
- The Pub Manager uses his own money to buy supplies (he is reimbursed on presentation of invoices). The staff have been asked if it would be possible to issue him with a credit/debit card.
- The Recreation Staff work very hard to improve the quality of life of the residents and are very involved in a myriad of activities at the Perley, but yet do not attend VRC meetings. This was discussed with Robyn Oraziotti and she was issued a formal invitation to attend all future meetings.

About 1030, the food service staff presented a tasting of three new menu items and received a hearty endorsement from both residents and guests.

Several other matters were discussed before the meeting adjourned at 1115.



A recent sunny day made for a perfect apple picking outing for residents

# CONGRATULATIONS!



**Delphine Haslé, CFRE, MSc:** After five years with the Foundation as Development Officer, Delphine has been promoted to Manager of Development.

In her new role she will manage the annual fundraising activities, actively participate and coordinate in Major Gifts revenue generation and donor relations (Royal Canadian Legion, mid-term strategic projects, and Capital Campaign).

In addition, she will assist with annual Budget preparation and will be responsible for Communication (website, newsletter, social media, annual report, and digital donor board).

**Sara Francis:** After three years with the Foundation as Administrative Assistant, Sara has been promoted to Development Coordinator.



In her new role she will assist the Foundation in all annual giving fundraising activities and provide administrative assistance supporting the Foundation. In particular, she will be involved with and responsible for the coordination of Special Events, Third-Party Events, Direct Mail, Donor Recognition and Stewardship, and Website/Social Media.

For both positions, the emphasis will be placed on retaining/upgrading current donors and the solicitation of new donors by ensuring effective donor centered and volunteer centered cultivation, stewardship, and recognition.

The Foundation and its Board of Directors are exceedingly proud of both Delphine's and Sara's work these last few years and their many accomplishments along the way. We wish them both continued success in their new roles and responsibilities.

*Congratulations, Delphine and Sara. Well deserved.*



Carolyn Vollicks, and Doris Jenkins, are all smiles as they prepare to share their knowledge and experience of the long-term care world during a recent Perley Rideau Lifelong Learning class in Lupton Hall. Thanks for everyone who attended.



To kick off National Infection Control Week – the staff were invited to pledge their commitment to hand hygiene. In just a couple of days, over two hundred staff members across Perley Rideau pledged their commitment to hand hygiene. A special thanks to Tania and Chris for organizing a week of activities across the Perley Rideau highlighting Infection Prevention and Control



Foundation Board Director Maj. (Ret'd) Sandra Perron paid a visit to resident Jerry Bowen, accompanied by 'Gunther the Wonder Dog'! Thanks Gunther, Jerry, and Sandra – you all help to make the Perley Rideau a remarkable place.

On September 28th, guests of 8 local charities came to the Perley Rideau to hear Douglas Buchmayer, a partner in the Ottawa office of Gowling WLG, speak about charitable giving as part of your estate plan. The Foundation hosts estate-planning educational events annually at the end of September, with the goals of raising awareness and informing about the many benefits of making charitable bequests. Thank you to everyone who attended! L to R, representatives from the YMCA-YWCA of the National Capital Region; the Youth Services Bureau of Ottawa Charitable Foundation; Hospice Care Ottawa; Douglas Buchmayer; the Ottawa Regional Cancer Foundation; the Ottawa Mission Foundation; Perley Rideau Foundation; and the National Arts Centre Foundation.



Representatives from Legions across the province descended on the Perley Rideau on October 1st, for the annual Royal Canadian Legion Information Session. The Legion is a strong supporter of the Foundation and this session provides an opportunity to showcase the impact of Legion giving over the past year, and to look forward to the needs in the year ahead. Thank you to all Royal Canadian Legion members for the work you do to honour and care for Veterans.



Members of the Royal Canadian Legion Br 108 Winchester presented a cheque for \$2,750 to purchase a new Hi-Lo bed – providing the safety of a lower bed while offering the ability to adjust the heights for transfers, entry and exit, and providing a safe and enjoyable experience for both residents and caregiver. Thank you Winchester Legion members for your generous support! L to R: Kristan K. Birchard, Health Centre Chair; John Barnes, Branch 108 Service Officer; Don Swerdfeger, Zone Commander G-3n; Sheila Venman, Foundation Director; Delphine Hasle, Foundation Development Manager; John Lipsett, PRVHC Veterans' Council President; Janet Morris (you), Br 108 President; Daniel Clapin, Foundation Executive Director; Lorie Stucklees, Health Centre Director of Support Services; Cindy MacIsaac, Br 108 Poppy Chair; Bob Eagan, Foundation Treasurer.



Retired RCMP Officer and resident George Carter enjoyed breakfast with some of his fellow RCMP retirees and old comrades in Jo & Denny's Pub. The Foundation is proud to work with organizations like the Retired RCMP Officers' Club to ensure that the men and women who call the Perley Rideau home are living life to the fullest. L to R: Tim Carter, Karen Bjergso, Mel Dillon, Joan Panich, Al Burchill, George Carter, Mary Cucarro, Murray Elves, Larry Ward, Sig Sigurdson, and Pat Cummins.



In September, donors made possible the purchase of 5 new Hi-Lo beds, 2 new water and ice dispenser machines, 1 NuStep recumbent cross trainer. Donors also funded in part the Therapeutic Recreation and Creative Arts Program and the new Gazing Gazebo. To support the Foundation, visit [www.perleyrideaufoundation.ca](http://www.perleyrideaufoundation.ca) or visit the Foundation office next to the Gift Boutique.



Friends of the late Arthur and Agnes Lefebvre gathered together at the Tree of Life to mark a donation made in their memory. This donation is supporting the Therapeutic Recreation and Creative Arts Program – something that was so important to Mr. and Mrs. Lefebvre! Thank you all for your generous support.

# Deborah's Gift Boutique First Annual Sidewalk Sale



On Village Fair day, September 8th, we at the gift boutique had our first annual sidewalk sale. It pleases us so very much to say it was a resounding success. A very big thank you to the boutique volunteers who helped us out on this very busy day: Cathy Delany, Fernande Patton, Barb Morris, Diana Baines, Frances Boon and Kristin Lin.

Also it goes without saying that without the patronage of the Perley Rideau staff, volunteers, residents and family of residents this would not have been the success that it was.

We would also like to sincerely thank all of our customers who have stopped by the boutique to offer their support and kind words of encouragement over the last few difficult months.

The Management Committee:

Gail Lalonde, Christiane Charron, Linda Robertson, Judy Evans



The Oktoberfest spirit spreads thanks to a recent visit from the Ottawa Rube Band

## Cafeteria Hours Extended

The Cafeteria is now open 7 days a week from 8 am to 7 pm for the public to enjoy. Come on down!



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre



**Take Our Kids to Work**  
THE LEARNING PARTNERSHIP



**WEDNESDAY, NOVEMBER 14, 2018**

Step into your future for a day!

**Pick up a form in Volunteer Services  
to register your Grade 9 child  
(Hallway 1200 between the Gift Boutique and the Cafeteria)**

**Registration deadline is  
Friday, November 9, 2018**





**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

## **CURRENT VOLUNTEER REQUESTS**

**October 2018**

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

### **Friendly Visitors:**

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

### **Unit Volunteer Ottawa 1 East - Wed. or Frid. pm:**

Welcomes new clients to convalescent or respite care.

Provides general information about available activities.

Helps with portering to activities such as Ice Cream Parlour or Music in the pub.

### **10:30am Friday Anglican Mass - Every 2nd Friday:**

Porter and attend mass with residents.



### **Family Transition:**

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



### **Certified Reiki Practitioner -**

Provides treatments to tenants at a mutually agreed upon schedule.

### **Pet Therapy:**

Certified teams needed for day & evening visits.

Must be open to visiting persons with dementia.



# Employee Recognition Awards

**5**  
YEARS

First Name	Last Name	First Name	Last Name
DANIELA	ACOSTA	ALMAZ	H MARIAM
SERWAA	AGYEMANG	WILLIAM	HULL
LUJAIN	ALHOJAINI	HAZEL	JURALBAL
HODAN	ALI	AWA	KEITA LAMIRAUX
ISMELA	ALTIDOR	WINFRED	KOMUGISHA
AGNES	ANKRAH	JULIA	LAKU
LEO	BAEZ AMADOR	ROU	LI
BRYANA	BAKER	ROBERT	MARTINEAU
LAURA	BARBER	KEVIN	MAUSCHITZ
CHRISTINE	BEALS	DANIEL	MOORE
AMANDA	BERSANI	BENJAMIN	MWAI
ACHELEY	BIEN-AIME	LELIAN	PACIA
SAMANTHA	BOULERICE	LORRAINE	PATRICK
WYATT	BOYD	AMY	PITRE
MIRANDA	BURGESS	VALERIA	RIZSKAYA
PETA	BURRELL	BOBBY	SAMSON
MERLY L.	CAMILA	CLAUDIUS	SMITH
HERMINIGILDO	CAPARINO	RACHEL	STOPARCZYK
PATRICK	CIKURU	SARAH	TELLIER
GLORIA	CLARKE	Father PAUL	TENNYSON
JESSICA	DANIELSON	JOUSELINE	TICOMPERE
SUKHWINDER	DHILLON	GREGORY	VIGNE
AMANDA	DIGNARD	LUBING	WANG
RACHEL	DOBSON	BRAIDEN	WASSILL
ASUNCION	DOLO	MI JUNG	YOON
EMILY	FORGET	CAROLYN	YOUNG-STEINBERG

**10**  
YEARS

First Name	Last Name	First Name	Last Name
IKHLAS	ABDELGADIR	DENISE	GISA-GAHAMANYI
TRACY	ABEYSUNDERA	KRISTIE	HAMAN
FADUMA	AHMED	AKOS	HOFFER
TERRI	CARTER	ROSEMARY	IMONIKHE
MULUMABET	DAMTEE	ALLEN	KATUSHABE
MARY JEAN	DIVINA CÔTÉ	TED	KINGDON
KELLY	DONAHUE	MARIE	LARRIEUX
RENE	ESCOBAR	MATTHEW	LEMIEUX



**10**  
YEARS

First Name	Last Name
PRISCILLA	MABVARO
CLARA	MANDIVEYI
NIMA	MAYGAAG
CORINA	MIHAILESCU
BEKHAL	MOHAMED
LORRAINE	PROULX

First Name	Last Name
MIGUEL	SEVILLANO
HELLENA	SHAYOK
SIA	SORIBA KOROMA
IBTISSAM	TERIAKY
LY	THOUN
COURTNEY	VILLENEUVE

**15**  
YEARS

First Name	Last Name
FRANK	CHAMBERLAIN
GARY	CHAMBERLAIN
PATRICIA	CLARKE
JESSICA	FERRARIS
AMINATA	FYNN
CHAD	HAFFNER
ROSS	IMRIE
MERLITA	MASICAP
EMMANUEL	MUSA

First Name	Last Name
SANDRA	NAMUTEREZA
LUCILLA	POLIUS
BHANMATIE	RAJKUMAR
REGINA	SAFARIANTS
JASNA	SAVIC
DEBORAH	ST HILL
MARTHA	ST. PIERRE
TIGEST	TILAHUN
JANICE	WIGNAL

**20**  
YEARS

First Name	Last Name
DEBORAH	BUTH
LOUISE	CRONIN
INGRID	DAVIDSON
TERESA	DOSKOCH
CHRISTI	DUDIAK
STEPHEN	FORREST
NEDA	GOLFAM
ELENA	HILLYARD
CARMEN	JENNINGS-GORDON
YVONNE	JOHNSON

First Name	Last Name
LAVADIA	NELVIN
LEONARD SMITH	MARIA
MASUKU	JOSEPH
MERCIER	FRANK
MINTAH	EMMANUEL
PILON	BRENDA
RICHARDS	DONNA
SALCEDO-TALOSIG	JULIET
SMITH	DAWN
STUCKLESS	LORIE

25  
YEARS

First Name	Last Name
ELVIS	BEAUDOIN
ANDRE	CHARRON
SHIRLEY	COOMBS
SUSAN	DAVIDSON
EVELYN	DELOS REYES
DAVID	HARRIS

First Name	Last Name
MARIE	MCCARTHY
RUFINA	ROSETE
EARL	THOMPSON
GEOFF	THOMPSON
MICHELLE	WILSON

30  
YEARS

First Name	Last Name
KIM	ARMOUR
SANDRA	FORGET

First Name	Last Name
NELSON	LAVIGNE
CAROLINE	PITT

35  
YEARS

First Name	Last Name
GORDON	GALL

First Name	Last Name
MARK	WALTON

Retirees

First Name	Last Name
NICOLE	LALONDE
NORMA	BUCLAY
SCOTT	QUINN
DARLENE	KEFFER
MONICA	REYNOLDS
JOEMI	CARPENTIER
CINDY	HOOD

First Name	Last Name
DANNY	TURNER
JOZEF	FOJTIK
REBECCA	QUAINOO
BONNIE	SOUCIE
BEVERLEY	EDGE
MAGGIE	YRENAYA





*Congratulations*





Retiree **Monica Reynolds**



Retiree **Maggie Yrenaya**



Retiree **Beverly Edge**



Retiree **Cin dy Hood**

*Thank you for your dedication*





**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

**There's more to the  
Perley Rideau  
than you expect!**



Samantha Hallgren RN, GNC, Psychogeriatric Resource Nurse (centre), instructs staff on the Gentle Persuasive Approach (GPA)

## Career Opportunities for Registered Nurses

The Perley and Rideau Veterans' Health Centre is the region's largest long-term care home with 450 beds for Veterans and seniors from the public. As one of Ontario's most progressive homes, the Perley Rideau is expanding its short stay and sub-acute care programs. Our nurses have opportunities to work to their full scope of practice in a variety of settings.

In 2018, the Perley Rideau was Accredited with Exemplary Status and the organization is in the final year on the journey to become a RNAO Best Practice Spotlight Organization. There are a wide range of specialty care opportunities including dementia care, post-op care and wound care and many leadership opportunities. Perley Rideau aspires to become a Centre of Excellence and Applied Research in Frailty-Informed Care to benefit the 600 residents of the Perley Rideau Village and the neighbouring community.

### Short-stay units:

- 34-Bed Convalescent Care Unit
- 25-Bed Specialized Veterans Beds **NEW**
- 20-Bed **SAFE** Unit (the first ever Sub-Acute for the Frail Elderly Unit) **NEW**
- 20-Bed Specialized Behavioural Support Unit (SBSU) **NEW**
- 6-Respite Beds

The Perley and Rideau Veterans' Health Centre:  
A Great Place to Work For People  
Dedicated to Enriching the Lives of Seniors.

Visit our website for more information: [PerleyRideau.ca](http://PerleyRideau.ca)

Check us out online...



Perley Rideau



Perley Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
/ Foundation

Interested?

Please forward your resume and covering letter to:  
[jobs@prvhc.com](mailto:jobs@prvhc.com)

# Perley Rideau Seniors Independent Living Apartments



Perley Rideau

The Perley and Rideau  
Veterans' Health Centre

Apartments Available to Seniors from the Public and former CAF Members



139 Apartments, Opened in 2013

## Apartments for Rent

- Studios
- 1 Bedrooms
- 2 Bedrooms
- 2 Bedrooms with Den

## A Variety of Living Options

Apartment living and care for seniors and former members of the Canadian Armed Forces (CAF)

### Living options:

- 1) Home for seniors living independently
- 2) Services for seniors needing help with daily tasks
- 3) Support for seniors with early to mid-stage dementia



RENTAL OFFICE – 613-526-7170 ext 2009.

Email: [rentaloffice@prvhc.com](mailto:rentaloffice@prvhc.com)

# Creating a Seniors Village



Perley Rideau

The Perley and Rideau  
Veterans' Health Centre



The Perley and Rideau Veterans' Health Centre is one of Ontario's largest and most progressive long-term care homes. It is also an innovative Seniors Village with 139 independent-living apartments and a 12-bed Guest House providing respite care. Veterans enjoy priority access to 250 of the Health Centre's 450 long-term care beds and to the Seniors Village apartments.

With the addition of the apartments in 2013, the Perley Rideau established a Seniors Village. Residents of both the Health Centre and the apartments have ready access to a full range of medical clinics and therapeutic services, along with recreational activities and social events. The Perley Rideau serves as a hub for all seniors and particularly benefits those who are isolated or socially frail.

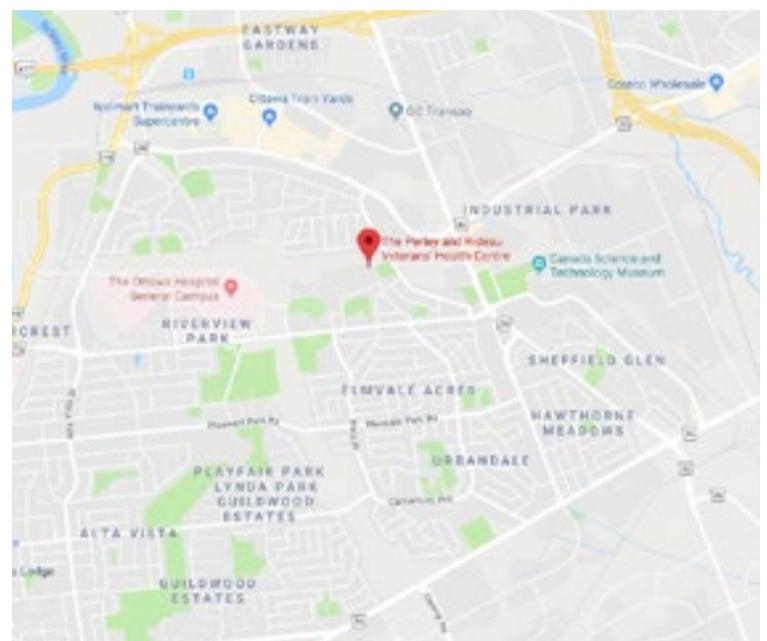
The Seniors Village is an innovative concept designed to meet several demographic challenged and part of a response to the Government of Ontario's Aging at Home strategy encourages people to live independently for as long as possible by accessing appropriate community supports. The Perley Rideau, located on a 25-acre campus adjacent to the Ottawa Hospital, supports this strategy and enables seniors to maintain fulfilling, independent and affordable lifestyles.

## Village Services

- Audiology
- Barber, Hair Salon
- Cafeteria
- Chapel
- Dental Hygiene
- Dermatologist
- Foot Care
- Games Room
- Gift Shop
- Guest Suite Rental Available
- Internist and Specialist in Infectious Disease
- Oxygen Therapy
- Pharmacy
- Physio and Massage Therapy Clinic
- Pub
- Courtyards and Walking Paths

To find out more, please visit  
[www.PerleyRideau.ca](http://www.PerleyRideau.ca)

For answers and information on our next open house, please contact us at  
613.526-7170, ext. 2009 or [mallin@prvhc.com](mailto:mallin@prvhc.com)



## Topic of the month:

## Cold vs Flu

### Cold / Flu Prevention



**WASH HANDS  
WITH SOAP**



**DO THE SLEEVE  
SNEEZE**



**SANITIZE  
SHARED ITEMS**



**TALK TO YOUR  
PHARMACIST**

Before taking any flu / cold over the counter medications.

### Is it a Cold or a Flu? Know The Difference



The flu and the common cold are both respiratory illnesses but they are caused by different viruses. In general, colds are milder than the flu and don't generally result in serious complications like pneumonia, hospitalization, etc.

#### How Can I Tell The Difference?

Because cold and flu share many symptoms, it can be difficult (*or even impossible*) to tell the difference between them based on symptoms alone. Special tests that usually must be done within the first few days of illness can tell if a person has the flu.

#### How are the symptoms of the Flu different from the symptoms of a Cold?

Cold symptoms have a gradual onset (*mainly runny nose, congestion, sore throat and cough*) and are usually milder than the symptoms of flu which have abrupt onset (*mainly fever, body aches, fatigue*). The table below displays some of the differences in symptoms.

Signs and Symptoms	Influenza	Cold
Symptom onset	Abrupt	Gradual
Fever	Usual	Rare
Aches	Usual	Slight
Chills	Fairly common	Uncommon
Fatigue, weakness	Usual	Sometimes
Sneezing	Sometimes	Common
Stuffy nose	Sometimes	Common
Sore throat	Sometimes	Common
Chest discomfort, cough	Common	Mild to moderate
Headache	Common	Rare

References: Center for Disease Control and Prevention <https://www.cdc.gov/flu/about/qa/coldflu.htm>

## Specialized unit aims to curb aggression in dementia patients



Residents abusing residents in Ottawa's long-term care homes has risen 24% in 6 years.



Laurie Fagan - CBC News - Posted: Oct 18, 2018 4:00 AM ET | Last Updated: October 18



Lucie Bechamp and her husband Peter Grace in the specialized behavioural support unit at the Perley and Rideau Veterans' Health Centre in Ottawa. (Laurie Fagan/CBC)

*"They're angels; that's all I can say about the staff here. They are absolute angels,"*

(Lucie) Bechamp (wife of patient) said.

Thank you, Lucie. Thank you, staff!

Read the recent CBC coverage of the outstanding work being done on the Specialized Behavioural Support Unit (<http://bit.ly/2EysKxs>)

## Paypool Winners: \$100 each

### September 6

- Althea J: Ottawa 2 East
- Maria W: Ottawa 2 West

### September 20

- Manon H: Assisted Living
- Chelsey P: Housekeeping

### October 4

- Vicki I: Gatineau 2 South
- Geoff T: Finance

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### 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 Perley Rideau?

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



Perley Rideau



Perley Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



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