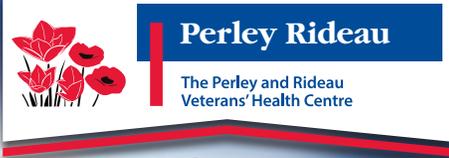


Between Us... Briefly



Vol. 19-05

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

ALEXANDER, DENISE • ALVARO (CHITO), ROSARIO • AMIGAO, GEORGES • ANDERCHEK, ANDREA •
ARMOUR, KIM • BEAUDOIN, ELVIS • BIGELOW, LISA • BLANCHETTE, CHRISTINE • BOMBALES, SONIA
• BROWN, KRISTIN • BROWN, MARCIA • BUCK, ERNIE • BUCLAY, NORMA • CARPENTIER, JOEMI •
CHARRON, ANDRE • COOMBS, SHIRLEY • CURVAN, BARBARA • CYRILLE, MARIE • DACEY, LINDA •
DASS, VEENA • DAVIDSON, SUSAN • DELOS REYES, EVELYN • DESROCHES, DEBRA • DOUCET, BERTHA
• DOYLE, ROSIE • FRANKS, NIKKI • EVERSHED, TRENDA • FARRAIRE, JUSTINE • FABER, PATRICIA •
FILIATRAULT, SHIRLEY • GARDNER, JANE • GALL, GORDON • GARDNER, BRUCE • GRANT, SHELLEY
• GRUM, ELIZABETH • HARRIS, PATRICIA • HARRIS, LORRAINE • HARRIS, DAVID • HENRY, KINGSLEY •
HOLLOWAY, SUSAN • HOOD, CINDY • HULL, WARREN W • HUMPHRIES, DONALD • JONES, ALTHEA •
JONES, DESMUND • JONES, KIM • JONES, KENYL • MAYIMUNA, KENYI • KNAPCZYK, STEPHEN •
LALONDE, NICK • LALONDE, CONSTANCE • LALONDE, DENISE • LEROUX, ALAIN • LETANG, JOANNE •
LEWIS, DARLENE • LIAN, PAUL • LUCAS, GUITRE • MAHARAJ, PETER • MALLIN, LISA • MARKELL, KIM •
MARTIN, CALVIN • MATHESON, BOGUMILA • MATHESON, EWA • MAXWELL, MAXINE • MCFARLAND, LINDA •
MCFARLAND, DEBORA • MCFARLAND, LINDA • MCINTYRE, DIANE M • MCREYNOLD, MILLER, KATHY ANN •
MORRIS, DAVID • NELSON, LEN • NELSON, ELIZABETH • O'DONNELL, ANGELA • ONWUACHI, ANTOINETTE •
PARIS, JOSEPH • PEREIRA, JOSEPH • PEREIRA, MONICA • PITT, CAROLINE • POTVIN, WILLIAM • PRIDMORE, SYLVIE •
PRYCE, PAULETTE • QUINN, SCOTT • RATT, ANTHONIATTE • ROE, JANICE • ROSETE, RUFUS • SCOLLARD, PATRICIA •
SEDILLO, CATHERINE • SMITH, LORRAINE • SOUCIE, BONNIE • SOUCIE, KIM • STEWART, JEAN ROSE •
TACKMAN, NANCY • TAYLOR, COLLEEN • THOMPSON, EARL • THOMPSON, GEOFF • THOMPSON, PEGGY •
THOMPSON, PEGGY • THOMPSON, PEGGY • TURNER, DANNY • UKLEJA, CHRIS • VIDAL, MECA • VIEGAS, NELSON •
VOLKMER, SYLVIA • WALLACE, EVADNE • WALTON, MARK J • WARD, MELANIE • WILLIAMS, LAWRENCE •
WILSON, MICHELLE • DEBORAH BENNETT • BOB COOK • DOREEN CRAIG • TED DALE • ELSIE DONALDSON •
GARY GRAVELLE • PHILIP HERBST • PATRICIA JOHNSON • CHERYL RANACHER • DAVE REEVE • TERRY REEVE •
FRANÇOIS SAVARD • JIM MCGUIRE

With Us From the Beginning:

Thank you to Staff & Volunteers with 20+ years of Service

Page 12

Inside:

- What does Perley Rideau mean to you? And details on our 20th Anniversary Celebration
- A feature on Claudia Caldwell, an artist and resident now exhibiting her work in the MET Gallery
- An invite to "Circle of Care: Caring for the Caregiver" on June 8th
- Who won the Foundation's Boot vs. Suits challenge during Ottawa Race Weekend?



Happy 20th Year Perley Rideau!

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

Courtyard Renovations

Madelién Lang, Creative Arts Instructor – Horticulture

The elaborate landscape in the Perley Rideau courtyards and surrounding grounds was created some 20 years ago to give an 'instant effect', i.e. to be beautiful immediately. However, now that the trees have reached maturity they are causing several serious problems. Many trees are planted in small areas, such as the courtyards, where one or two would suffice. Views from windows are now blocked. Many trees are planted too close to the foundation of the building and pathways. This causes

heaving and cracking of pavements and excessive suckering. Some trees now block emergency exits. Many trees bear fruit that falls on paths underneath their canopies creating a messy and slippery situation. Once eaten by birds and other wildlife, the masses of seeds of these fruits disrupt safe footing, especially for those with declining eyesight and those who use walkers and wheelchairs. Many of the trees are now affected by disease: The Shubert Choke Cherries in the Rideau 1 South courtyard by the

Black Knot disease, many trees on the grounds by Blight, and the trees in the Rideau 1 North courtyard by Rust. Both Black Knot and Blight diseases are serious and spread quickly to other trees and plants and across the city. These diseases cause foliage to die off, branches to break and trees ultimately to weaken and die.

Work in progress to trim and cut the trees, carried out by skilled arborists, is for the safety of our residents, visitors, volunteers and staff.

Committed To Keeping Our Perley Rideau Community Safe

Just after 1 am on May 25th, several vehicles on Perley Rideau property were vandalized between approximately 1 am and 2 am.

Police are working with our Commissionaires and Support Services staff to identify the individuals involved.

Led by our Commissionaires and Support Services, we are committed to provide a safe work environment and an appealing place to work, and we thank you for your support.

Faith, Hope, Love and Joy

This is the theme of the Perley Rideau choir concert being held Monday June 27 at 2 pm in the Cafeteria. It will be a concert of up-lifting songs in response to recent world events over the past year.

We are inviting other interested singers to join us in singing the final two songs: "Tears are not enough" and "We are the world".

The choir is inter-generational and all are welcome including staff, residents, family members, volunteers.

Please let Pegi Jenkins know if you would like to take part. On-going rehearsals are Tuesdays at 2 pm in Lupton Hall and there will be a final rehearsal Monday June 20 at 7 pm in Lupton Hall

To: Corporation Members

Notice is hereby given that the 118th annual meeting of The Perley and Rideau Veterans' Health Centre Corporation will be held in Lupton Hall at the Perley Rideau, 1750 Russell Road, Ottawa Ontario K1G 5Z6 on Thursday, June 02nd, 2016 at 14:00 hours, for the purposes of:

- Providing a report on 2015 activities and accomplishments and the evolution of the Perley Rideau;
- Receiving and approving the audited financial statements for the year ended December 31, 2015;
- Appointing the auditors for the Health Centre until the Annual Meeting 2017;
- Re-electing the directors of the Corporation;
- Transacting such further and other business as may properly come before the meeting or any adjournment thereof.

Dated this 19th day of May 2016.



Akos Hoffer, Secretary

What does Perley Rideau mean to you?

A message from the 20th Anniversary Planning Committee

What does Perley Rideau mean to you?

That's what we want to find out as we continue to plan to celebrate Perley Rideau's 20 years.

We want to hear from you – **all members of the Perley Rideau Community** – to hear your perspectives on our growing Village; where we came from, what we are and where we are headed.

From staff to family members, apartment tenants to volunteers and residents to partners and the Councils, your contributions are important!

Write a paragraph, compose a poem, snap a photo to help us capture the essence of the Perley Rideau. The topics are endless; include personal memories, significant events, folks who made a lasting impression and VIP visits, to share your reasons for celebrating the big 2-0.

Your submissions will be used for several purposes:

1. The 20th Anniversary Planning Committee is compiling a souvenir book to commemorate the year and all submissions will be considered for this keepsake;
2. During the June 21 Celebration in the cafeteria, we want to hear from the Perley Rideau voices. That is why there are **5 speaking spots** reserved during the

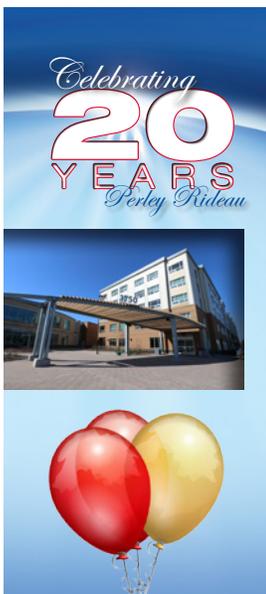
Celebration. Among the speeches from the CEO, the Chairman of the Board and other dignitaries, the audience will get to hear your testimonial. The 20th Anniversary Planning Committee will accept and review all submissions and contact the selected individual.

All submissions will be also used to guide us in developing a unique art installation that will be announced during the June 21 Celebration.

There will be one staff member asked to speak at the Celebration on behalf of all staff. That staff member will receive a paid day off.

Send your submission to info@prvhc.com by **June 10 to be considered for the speaking spots and inclusion in the Souvenir Book**. All submissions will be read and acknowledged.

- If your submission is chosen for the souvenir book, you will be contacted.
- If you are selected to speak during the June 21 Celebration, you will be contacted to provide additional details and to make necessary arrangements.



Our Glorious Past, Our Golden Future

Please join us for Perley Rideau's 20th Anniversary Celebration

June 21 (1400 – 1500 hours):
Cafeteria, Perley Rideau Centre

- For residents, families, staff, volunteers, tenants and friends of Perley Rideau
- Presentations, a musical performance and a special commemoration to mark 20 successful years

Seating is limited, so please RSVP by June 10 to rsvp@prvhc.com



Perley Rideau's MET Art Gallery Exhibits Resident Talent

Claudia Caldwell painted the world as she saw it

By Anna Rumin, Special to Perley Rideau

What was once an empty corridor looking over Lupton hall, just down from the Recreation and Creative Arts Studios, is now a thriving art gallery currently exhibiting the work of Claudia Caldwell, a Perley Rideau resident. The art-work tells the story of a woman committed to her passion of painting the world as she saw it – through landscape, still-life, portraits and abstract.

“If I saw something or someone that caught my eye, I painted – that is the way artists are,” says Caldwell, whose titles include Ottawa landmarks such as Experimental Farm, Gatineau Park Lac Philippe and George Street Market

Curated by Tony Clark, an instructor in the Recreation and Creative Arts Program, the collection celebrates the work of an artist who came into her creative prime as a middle aged woman. Clark, a distinguished artist in his own right, describes the work as “mature – the work of an artist who has a sense of technique, a sense of balance in composition and colour – someone who was willing to take chances, who knew what she was doing.” With the support of Claudia’s son, Wayne Guenette, Clark has mounted a collection that pays tribute to a woman who says “it takes a life-time to become an artist”.

Claudia began painting when she was a little girl but it wasn't until she was a married woman that she committed to painting as a way of getting through the long cold winters in Sturgeon Depot. While raising five young children, Claudia painted with whatever materials she had available. Wayne recalls that when he was five his mother painted a bald eagle swooping down on a fawn on the back of fire poster.

“I painted every day, even for 10 or 15 minutes. That's the way artists are,” says Claudia, who, at 98, has decided to put her paint brush down.

Claudia and her family were long-time residents in



Gatineau Park Lac Philippe

Maniwaki, Quebec, inspiration for many of her colourful landscapes. After her first husband died and the kids had grown, Claudia remarried and moved to Ottawa where she was able to devote more time to her art. She studied at the Ottawa School of Art with a variety of artists including Eli Kish and war-time artist Robert Hyndman. She is grateful to Hyndman for helping to develop her skills as a portrait painter. As a member of an all women artist group called the “Seven Painters”, Claudia traveled to Paris to sketch and paint in museums. Upon her return, she became interested in abstract art because it gave her a new venue to explore the world she was recreating on her canvas.

Although a stroke four years ago has affected her memory, her face lights up when the interview turns to discussing art. She leans forward to share the wisdom gleaned from having spent a lifetime watching and learning.

“I saw people on the street who would grab my attention and I would paint,” she says.

Her work is now a part of private collections in Canada, the USA, and Japan. Ever the humble artist, Claudia says she sometimes wonders what people see in her art

Always in the moment when she painted, Claudia never worked from photographs; Wayne recalls many times with his mother when she would pull over to sketch a scene that she would later paint.

Claudia adds, “Don’t ever ask an artist his or her favourite colour - colour comes with the ability to be able to see and composition is the same,” and her painting Fortune Lake, Gatineau Park expresses her unique skills for seeing and composing.

As an artist and staff member at the Perley Rideau, Tony Clark says the MET Gallery, located on the second floor of the Perley Rideau Centre, “has a meditative quality” for visiting guests, family members and care-givers. Currently the walls feature Claudia’s sailboats on the



Claudia Caldwell and son, Wayne Guenette, during a recent visit at Perley Rideau

Ottawa River, scenes from Maniwaki, flowers, vignettes of the Byward Market and colourful abstracts. Claudia’s collection will grace the walls until the end of June, when the paintings will be returned to Wayne and the walls prepped for the vernissage of a new show.

Upcoming exhibitions in the MET Gallery, Perley Rideau Centre:

- **The Resident Show: Wednesday June 29 – Sept 20** featuring work from all the disciplines offered by the Perley Rideau’s Creative Arts team including work in silk, woodworking, pottery/ceramics and painting/printmaking
- **Flights of Fancy’ Paper Clay Sculptures: Wednesday September 28 – November 21** featuring the work of one of Perley Rideau’s ceramics instructors, Jennifer Ryder-Jones.
- **Winter Wonderland: Tuesday December 6 – January 16** a show being run by artists Andrea Fabricius featuring Christmas displays.

Perley Rideau Service Award Program Renewal

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

Honouring the contributions made by employees over their years of service with the Perley Rideau has always been an important part of our Employee Recognition program. As the Perley Rideau celebrates our 20th Anniversary at the Russell Road site, we are considering ways to refresh and enhance our annual Employee Service Recognition program.

The current Service Recognition program dates back to 1991, when we were still the Perley Hospital. Every October, we present service pins to staff to mark anniversaries in five and ten-year increments and we commemorate employees who have retired; each employee and retiree also receives a nominal cash gift.

Inflation has significantly reduced the value of these cash awards and the value is further reduced by taxes. We would like to make changes to the program that meet the following criteria:

- Maintain – and not reduce – the Service Award Program budget at its current level
- Maximize value by minimizing what is diverted away from employees
- Find ways to say “Thank You” in addition to a cash-type award

The Perley Rideau will not receive additional funding from the government to increase the budget for our service recognition program. We will also not be making

any significant changes to the program in time for the October 2016 Service Recognition Ceremony, but will be consulting with staff on ways to enhance the program within the current budget.



The evolution of Perley Rideau's Service Pins

Stay tuned, as we will be asking for your input in the near future. Thank you for helping to make Perley Rideau “A Great Place to Work For People Dedicated To Enriching the Lives of Seniors”.

Important Information: Submitting Availability in QHRnet

Despite the instructions contained in QHRnet, please **DO NOT USE THE PATTERN AVAILABILITY FEATURE** when entering your availability.

Until further notice, when entering your availability in QHRnet, **PLEASE ENTER AVAILABILITY ONE SHIFT AT A TIME** for each date that you are available. If you have already used the pattern availability feature, and tried to change your availability, you will need to re-enter all your availability one shift at a time.

We apologize for any confusion and thank you for your patience and cooperation.

A look back at Nursing Week, 2016

Each year during nursing week we ask staff to recognize their colleges for their contributions to excellence in resident care! This year we will be highlighting our Core Values and events will include a **STAFF ART SHOW** where we will display the amazing talent of staff!!

- The Nursing Week Relay Winners: the Housekeeping Dept.
- Go Team Princesses: The HR and Admin team dressed for the relay race.

Winners from Nursing Week, 2016:

- Megan Stewart recreation programmer, who won the treasure hunt contest with a gift card to Trattoria Caffè Italia restaurant.
- Gloria Clarke RN, who won the daily prize draw for the Metcalfe Golf Course.
- Shelley Grant RPN, who won the draw for RPN day.
- Greg Vigne PSW who won the 'Name the Staff' contest with a \$50 gift card to Place D'Orleans
- Gisele Brousseau PSW who won the draw for PSW day
- Amanda Lang Food & Nutrition who won the daily prize draw for Hilton Garden Hotel stay
- Regina Dool, RN who won the photo scavenger hunt contest. Regina has won a \$50 gift certificate to St. Laurent shopping centre.
- Joseph Dumont, PSW who won the daily prize for a hotel stay at Capital Hill Hotel & Suites.
- Lisa Moylan RPN who won the day off with pay with the Perley Rideau Quiz!!
- Shirley Coombs RN who won the RN day for a gift certificate for restaurants.
- Swapna Stephen RN who won the daily prize of the Delta hotel.
- The winners of the 2016 Nursing Week Relay was: TEAM POM-POM, with a time of 2minutes and 13 seconds, each winning a \$10 Tim Card.



Housekeeping Dept.



TEAM PRINCESS
HR and Admin Team

Night shift envelope draw May 10 winners:

- Omaira Nunez Gil, RPN- 25\$ Starbucks Gift Card
- Danilo Chua PSW- 25\$ Starbucks Gift Card
- Patricia Osamor PSW- 10\$ Menchie's Gift Card
- Rhoda Medina PSW- 10\$ Menchie's Gift Card
- Chito Alvaro RN- 10\$ Dollarama Gift Card
- Wally-Odewale Odetola PSW – 2 Free Yogurts from Menchie's



Sophie Grégoire-Trudeau is surrounded by some of Perley Rideau's VIPs attending the recent CNF's Nightingale Gala

Your JOHSC Members 2016



*From left to right: Loredana Nita (ONA), Colleen Taylor (ONA), Carolyn Vollicks (Mgmt.), Lorie Stuckless (Mgmt.), Darlene Yue (CUPE), Bev Edge (CUPE), Bonnie Soucie (CUPE), Cheryl Kemp, Kerry Tubman (Mgmt.), Joanne Letang (CUPE), Gloria Manuel (CUPE), Doris Jenkins (Mgmt.).
(Not present: Tracy Abeysundera (non-union))*

What is their role at the Perley Rideau?

- a) To identify situations that may be a source of danger or hazard to workers;
- b) To make recommendations to the employer and to the workers for the improvement of the health and safety of workers;
- c) To recommend to the employer and the workers of the establishment, maintenance and monitoring of programs, measures and procedures respecting the health and safety of workers; and,
- d) A certified member (from the Committee) will be present during the investigation of a work refusal, visit by a Ministry of Labor inspector or in the case of a critical injury to recommend a resolution of all matters pertaining to health and safety in the workplace that have been referred to it.
- e) To ensure that all accidents that have occurred since the previous meeting have been investigated.
- f) To be consulted and to make recommendations about annual Health and Safety goals for the facility.
- g) May request an annual summary of WSIB accident history and post in a conspicuous location
- h) Promote Healthy and Safe work practices with co-workers

Goals are set annually by the Committee members after reviewing incident statistics and completing an audit of the Health and Safety Program and a Violence Prevention Audit.

Perley Rideau Health and Safety Goals for 2016

- 1) Improving incident investigation/corrective action process in order to build in teaching moments
- 2) Finalize and implement the Respiratory Protection Program
- 3) Recognizing participation in the Safety Program
- 4) Catalogue existing wellness strategies, identify new program components and prepare business case for new program components by July 2016
- 5) Support Services has an opportunity for H&S education
- 6) Senior management demonstrating commitment to H&S program

Quality Improvement in 2016-2017

The Perley and Rideau Veterans' Health Centre is pleased to share its 2016-17 Quality Improvement Plan (QIP).

The QIP is a roadmap to achieving excellence in resident care and services, while navigating challenges and opportunities in our environment. Perley Rideau's QIP is aligned with our annual operating plan and supported by our measurement and accountability systems. This alignment allows us to effectively clarify priorities, direct resources, monitor progress and act on results.

The overall objectives of the 2016/17 QIP will allow us to build on foundational work completed in 2015/16 and sustain improvements. Specific priorities targets and change ideas have been refined to reflect:

- Progress achieved in 2015/16;
- The most recent performance data available from the Canadian Institute for Health Information, resident and family satisfaction surveys and our electronic health record;

- Input from residents, families, staff, leaders and external partners, including the MOHLTC.

Priorities are divided into 3 categories – priorities for focused action, moderate action and monitoring. Please note that targets reflect a blended average for both our community and Veteran residents.

Priorities for Focused Action:

- 1) Reduce the percentage of residents who had a fall in the last 30 days from 20.6% to 19.5%
- 2) Reduce the percentage of residents with worsening behavioural symptoms from 20.1% to 19.3%
- 3) Reduce the percentage of residents who experienced worsening pain from 15.9% to 15.0%

If you would like to know more about the QIP, please go to our website (perleyrideau.ca) and learn more about the moderate and monitoring priorities.

June is Elder Abuse Awareness

Elder Abuse Awareness day is June 15th and Perley Rideau will support this important campaign from June 14 to 16.

Returning again this year will be an information booth in the Perley Rideau cafeteria featuring the prize wheel on June 14, a purple-themed selfie booth, the popular and thought-provoking quiz on June 15th and a cake raffle on June 16.

Your awareness and participation is vital to stopping elder abuse. Watch for the Elder Abuse Awareness posters throughout the Health Centre and for more information in "all users" emails.

The cake raffle on June 16 also requires your participation. The raffle relies on staff baking cakes and we ask that staff comply with Perley Rideau's policy "Food Brought in from outside of the facility for resident's special events (GEN-AD-1206). An important excerpt from the policy is below:

"Foods that would meet the criteria would preferably be commercially prepared non-perishable packaged foods that do not require refrigeration in quantities small enough to be consumed the same day. Under the advisement of Ottawa Public Health Department, no home-made meat, poultry, fish, dairy, eggs, cooked vegetable, rice, pasta dishes are allowed. Home-made non-hazardous food items such as cookies, cakes and desserts would be acceptable provided that they do not contain any ingredients that would become perishable after being left out for more than 2 hours. Leftover food items must be discarded or removed from the facility immediately following the event."

If you have any questions about the cake raffle or want to notify committee organizers that you will be donating a cake for June 16th, please contact Debbie Heika, Human Resources HRIS Administrator & Staffing Coordinator, dheika@prvhc.com, 613-526-7174.

Please show your support for Elder Abuse Awareness Month by adding the purple ribbon to your email signature.



Frequently Asked Questions (FAQs) from the April 19th CEO Town Hall

Ensuring Sustainability: An Introduction to Our Operational Review

Thanks to everyone who attended the April 19th CEO Town Hall and joined the conversation. These face-to-face gatherings are important because they open the lines of communication so that issues can be explained and your questions answered.

A special note of thanks to all who offered feedback following the Town Hall. In keeping with our commitment to be transparent and accountable, we are circulating responses to several common questions.

Operational Review Background

The changing Veterans' population presents risks to the sustainability of Perley Rideau's operations. We are exploring several options to mitigate these risks, and will be continuing to engage in strategic discussions with the Ministry and Veterans Affairs as we plan for the future. Having a clear understanding of our current level of operational efficiency will be critical as we prepare for these discussions. As a proactive measure, we have engaged Hay Group to conduct an operational review which will:

- Benchmark the cost structure/operating performance of Perley Rideau against comparator organizations;
- Identify areas that are working well;
- Identify areas for improvement; and
- Recommend improvements in financial and efficiency outcomes that align with LHIN and Provincial strategies.

Hay Group has commenced analysis and benchmarking activities, and will be on site later this spring to meet with several members of the leadership team.

Frequently Asked Questions

How will this review differ from past operational reviews commissioned by the Ministry?

The current operational review was initiated by Perley Rideau, which has allowed the leadership team to influence the structure, approach and timing of the review. While Hay Group's analysis and findings will be developed using their independent and unbiased professional judgment, Perley Rideau will have the opportunity to assess whether recommendations are strategically aligned and feasible prior to moving forward with implementation. Recommendations stemming from this review will warrant serious consideration, but will not bind Perley Rideau to any specific course of action.

How does this review relate to the Sub-Acute Frail Elderly (S.A.F.E.) Unit?

The Sub-Acute Frail Elderly (S.A.F.E.) Unit is one of the potential strategies for alternate bed use following Veterans' Transition. Once approval by the Ministry is received, the 20-bed Unit will initiate operations. Some distinguishing features of the Unit are as follows:

- A focus on the frail elderly (65 years +), with a discharge destination of home/retirement home (not LTC)
- Expected length of stay is less than 30 days, facilitating increased patient flow

- Appropriate care supports to manage medically complex patients, including daily medical care
- An intense restorative and integrated care delivery model
- 7 days/week admissions
- Enhanced staffing complement to manage the needs of the population

The proposed S.A.F.E. Unit will be one of many areas considered by Hay Group, but will not be a primary focus of the review. The operational review is intended to assess the efficiency of current long-term care operations, with a focus on services to community residents.

How can staff contribute to the operational review?

Hay Group’s assessment of current state efficiency will be conducted using a data-driven approach, relying primarily on inputs from the financial system, peer comparators and some management personnel.

Once Hay Group has identified its findings and recommendations, staff involvement will become critical. Outcomes of the review and key improvement opportunities will be communicated to staff-at-large

in fall 2016. At that point, departmental improvement teams will be established to conduct further process-level analysis (where required), validate the feasibility of recommendations, refine improvement opportunities and inform future state design. Channels will also be put in place to allow for employees outside of the departmental improvement teams to provide input.

Membership of departmental improvement teams will be defined by each department / area and will consider individuals who have knowledge of all steps of the relevant process (es) as well as varying perspectives (e.g. mix of different roles, years in role).

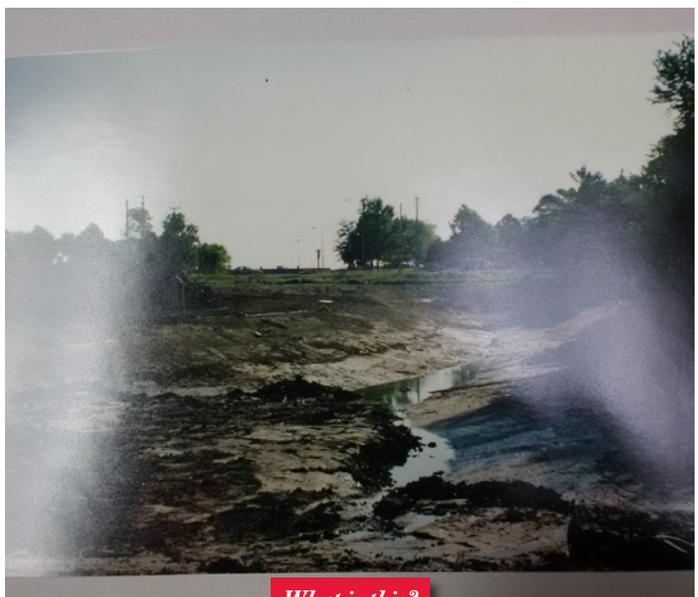
What will staffing look like once funding changes take place?

We don’t know at this time. The operational review will help inform how staffing across the Centre could look in the future, based on the current efficiency of the community units, as well as operations of comparative organizations. The Perley Rideau team will consider recommendations put forward by Hay Group, and will engage staff in discussions regarding the feasibility of proposed revisions to staffing structure.

Perley Rideau 20th Anniversary Trivia



This woman was a member of the Perley/Norr Site Team at the time of the Health Centre’s construction, and is a current staff member. Can you name her?



What is this?

(See page 26 for the trivia answers)

With Us From the Beginning

Staff Members: 20+ Years

Alexander, Denise	Ebanks, Nigel	Jones, Wickley
Alvaro (Chito), Rosario	Evershed, Brenda	Kenyi, Mayimuna
Amigao, Georges	Evraire, Justine	Knapczyk, Stanisława (Stella)
Anderchek, Andrea	Faber, Patricia	Labonte, Eileen
Armour, Kim	Filiatrault, Shirley	Lacombe, Sabina
Beaudoin, Elvis	Forde, Jennifer	Laidley, Constance
Bigelow, Lisa	Forget, Sandra	Lalonde, Nicole
Blanchette, Christine	Frederick, Donna	Lansbergen, Tracy
Bombales, Sonia	Gall, Gordon Andrew	Latulippe, Dianna
Brown, Kristin	Gardner, Gloria	Lavigne, Nelson
Brown, Marcia	Gibbard, Brian Joseph	Lavoie, Denise
Buck, Ernie	Godfrey, Terrance	Leroux, Alain
Buclay, Norma	Grant, Shelley	Letang, Joanne
Carpentier, Joemi	Grum, Elizabeth	Lewin, Darlene
Charron, Andre	Hagi-Abukar, Fathia	Liaw, Fanny
Coombs, Shirley	Hagley, Cindy	Lochan, Guitre
Curvan, Barbara	Harper, Lorraine	Maharaj, Peter
Cyrille, Marie	Harris, David	Mallin, Lisa
Dacey, Linda	Henry, Kingsley	Markell, Kim
Dass, Veena	Holloway, Susan	Martin, Calvin
Davidson, Susan	Hood, Cindy	Matheson, Bogumila Ewa
Delos Reyes, Evelyn	Hull, Warren W	Maxwell, Maxine
Desroches, Debra	Humphries, Donald	Mccarthy, Marie
Doucet, Bertha	Johnson, Althea	Mcclymont, Debora
Doyle, Rosie	Johnson, Desmond	

Mcfarland, Linda
Mcintyre, Diane M
Mcreynolds, Lisa
Meldrum, Gergena
Miller, Kathy Ann
Morris, David
Nelson, Lena
Ness, Bill
Ngorima, Elizabeth
O'donnell, Angela
Onwuachi, Antoinette
Parish, Sharon
Patterson, Wendy
Pecek, Anamarija
Pereira, Joseph
Pereira, Monica
Pitt, Caroline
Potvin, William

Pridmore, Sylvie
Pryce, Paulette
Quinn, Scott
Rattray, Melodie
Reynolds, Monica
Richardson, Anthoniatte
Roe, Janice
Rosete, Rufina
Roy, Stephen Sr.
Schingh, Francois
Scollard, Patricia
Sedillo, Catherine
Smith, Lorraine
Soucie, Bonnie
Soucie, Kim
Stewart, Jean Rose
Tackman, Nancy
Taylor, Colleen

Tetteh, Martin Otu
Thompson, Earl
Thompson, Geoff
Thompson, Peggy
Thompson, Vic
Tran, Hai
Turner, Danny
Ukleja, Chris
Vidal, Meca
Viegas, Nelson
Volkmer, Sylvia
Wallace, Evadne
Walton, Mark J
Ward, Melanie
Williams, Lawrence
Wilson, Michelle

Volunteers: 20+ Years

Deborah Bennett
Bob Cook
Doreen Craig
Ted Dale
Elsie Donaldson

Gary Gravelle
Philip Herbst
Patricia Johnson
Cheryl Ranacher
Dave Reeve

Terry Reeve
François Savard
Jim McGuire



Thank you!

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

Volunteer Survey Results



In November 2015, all active Perley Rideau Volunteers were invited to share their opinions through completion of two surveys. The Standardized Volunteer Opinion Survey was conducted across 36

hospitals and health centres in Ontario. It was the second time Perley Rideau had participated in this survey, allowing us to compare data against results from 2013. The Perley Rideau Volunteer Reward & Recognition Survey was an internal tool created to offer us a better understanding of what volunteers value most in terms of appreciation for their service.

Feedback was received from 109 volunteers. Overall, the results were very positive, indicating that Perley Rideau volunteers are a highly engaged group who feel appreciated for the service they provide to seniors in our village. A complete report was shared with all volunteers and management in early May and is available upon request from Volunteer Services. Here are some highlights:



To all our wonderful volunteers

Best way to thank a volunteer: more than pins and certificates, our volunteers most appreciate direct thanks, in person, from those they serve. If you are a resident or a family member, please take time to thank a special volunteer who has made an impact in your life. If you are a staff member, tell a volunteer how their contributions enhance your work – be specific and sincere.

Of the six dimensions assessed through the Standardized Volunteer Opinion Survey, Perley Rideau ranked third in the province in the areas of Recognition and Team Work. Our volunteers told us they feel highly respected and valued and enjoy the support of approachable staff who provide clear direction and are open to hearing their ideas and concerns. Kudos to all staff who engage with volunteers!



“The atmosphere at the Perley Rideau is very warm and welcoming. The staff are very caring and respectful – very professional, collaborative – a very peaceful environment.”

Comment from a volunteer

We were told we have some work to do in terms of educating volunteers regarding policies and guidelines for safety and understanding resident needs, such as dementia and mental health. This summer, we will launch a Volunteer Resource Centre including access to online training through Surge Learning and other web-based education tools targeted to those providing service to frail and elderly seniors. All volunteers will be asked to complete annual safety training.

Many volunteers expressed a desire to grow our team to better serve residents and several indicated that improved support is needed to help new volunteers acclimatize to the Health Centre. Volunteer Services will develop a detailed recruitment plan in 2016 to help support continued growth, building upon last year’s increase from 319 to 373 volunteers.

Thank you to everyone who took time to share their feedback through these surveys. We are listening and working to continuously improve the volunteer experience at Perley Rideau.

“Overall, I love volunteering at the Perley and Rideau Veterans’ Health Centre very much. It’s a challenge, but I like it because it pushes me to do the best I can. I also really enjoy the people and the structure. It’s a very life enriching experience and one that I will always be grateful for.”

Comment from a volunteer



Coming Soon...

Summer Youth Program 2016!

Volunteer Services is now accepting requests from staff for Summer Youth Volunteers. We are expecting up to 30 teen volunteers to provide service to Perley Rideau seniors during the months of July and August. Help put them to good work – contact Volunteer Services today for a request form!

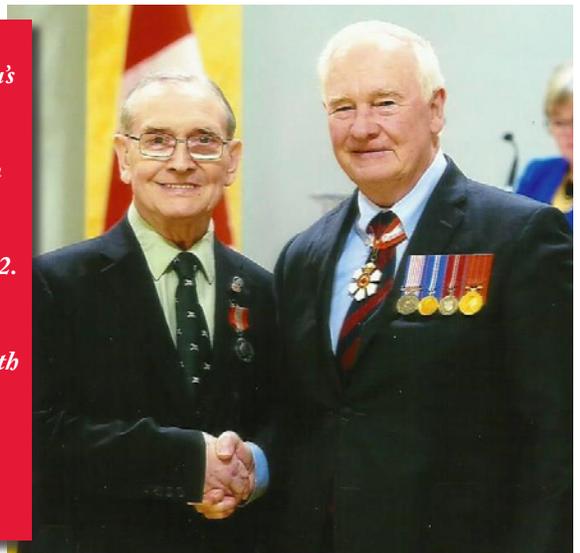
Youth applications for this summer's program will be accepted until June 6. Email volunteer@prvhc.com or visit the Youth Volunteer page at perleyrideau.ca for more details.

Volunteers recognized for distinguished service at Perley Rideau and beyond



On May 4, Bob Cook received his 35-year service pin from Rachel Stoparczyk, Coordinator Volunteer Services. For as many years, Bob has been volunteering to call the weekly Wednesday evening bingo at the Royal Canadian Legion – Westboro Branch. But, the first Wednesday of each month, the Legion needs to find a replacement as Bob comes to the Perley Rideau (and, previously, the Rideau Veterans' Home) to call a special bingo game for our vets. Thank you, Bob, for your amazing dedication!

John Cox, a regular bingo caller at the Perley Rideau's Thursday afternoon game, received the Sovereign's Medal for Volunteers from His Excellency, Governor General David Johnston, at Rideau Hall on April 12. John was recognized for managing, educating and motivating volunteers with the Canadian Executive Services Organization to create a focus on Inuit and First Nations peoples. Congratulations, John!



Lillian Meehan, Perley Rideau Gift Shop volunteer, also received the Sovereign's Medal for Volunteers, from Her Excellency, Sharon Johnston, at a special ceremony at The Ottawa Hospital during National Volunteer Week. Lillian was recognized for 11 years' service with the hospital, during which "she has provided compassionate care to patients and their families, and has helped sustain a welcoming and healing environment." Bravo!

Perley Rideau Night at the Races a Runaway Success

23

Record number of sponsors

370

Largest crowd in years

\$1,675

Record raffle ticket sale

\$40,433+

Record Net proceeds

\$6,400

Record silent auction

Attendees certainly appeared to have a terrific evening of fun and laughs with friends and family and that alone is a significant measurement of a successful event.

Special Thank You to our sponsors:

Title Sponsors: Sysco Central Ontario and Nestlé Professional Beverages

Art Gallery Sponsor: Honeywell Limited

15th Edition Special Edition Sponsors: EcoLab, Deloitte Inc., McMillan LLP, Medical Pharmacies, Sunshine Maintenance, University of Ottawa Health Services Family Health Team

Race Sponsors: Bell Business Markets, Care Source, Daikin Applied, Doherty & Associates, Emond Harnden LLP, Fifty-Five Plus Magazine, Johnson Controls, Medical Mart Supplies, PointClickCare, Rhodes & Williams Limited, Scotiabank, VitalAire Healthcare

Linen Sponsor: HLS Linen Services

Ticket Sponsor: Allegra Print and Imaging



As the 2016 Volunteer of the Year, Boutique Manager Deborah Bennett (far right) and her husband Claude were special guests at the Perley Rideau Night at the Races. Under Deborah's leadership, the boutique has raised more than \$450,000 for the Foundation during the past 20 years. Clockwise from Claude Bennett: Susan Mathie; Boutique volunteers Heasley Juneau, Joan Crocker and Ann Blair; Delphine Haslé (Development Officer).

Boots vs. Suits

Thank you to all residents and staff who participated in or supported the Perley Rideau Running Team in the Ottawa Race Weekend! Everyone's hard work, through both fundraising and training, will make a big difference in the lives of the Perley Rideau Veterans and residents. As of May 30, our team raised a whopping \$6,890.00! But the fun isn't quite over yet. June 2nd is the last day to sponsor a runner or choose your side in the Boots vs. Suits Challenge.

That's right- this is your **LAST CHANCE TO CHOOSE YOUR TEAM IN "BOOTS vs. SUITS"**

To help raise money, Foundation Executive Director Daniel Clapin and Maintenance Worker Landon Brady arranged a challenge titled 'Boots vs. Suits' as they both ran the 10k on Saturday. The intense heat, humidity, and torrential downpour that accompanied Saturday's race was enough to quell even the hardest of runners, but both Dan and Landon followed through. Landon finished with an impressive 56 minutes, and Dan with a formidable 1 hour and 13 minutes. Although neither runner beat his targeted time (50 minutes and 60 minutes, respectively), Landon came closest.

Each runner can improve his time by raising pledges. For every \$100 more than the other raised, one minute of time will be subtracted from the final time, with this Thursday (June 2nd) as the deadline. If Dan wins, Landon and his colleagues will come to work this Friday dressed up in suits, and if Landon wins Dan and his colleagues will come to work this Friday in steel-toed boots, workpants, and ball caps! It is still anybody's game- donate now to show your support!

Stop by the Foundation office and let us know if you are supporting the Boots or the Suits! For more information, visit the Foundation office or call Sara McIlveen at 613-526-7173 or email her at smcilveen@prvhc.com





Mary Little adds a leaf to the Tree of Life in loving memory of her late husband, W.O. Thomas R. Little. L to R: Sara McIlveen, Foundation Assistant; Mrs. Mary Little; Delphine Haslé, Foundation Development Officer



The Read brothers add a leaf to the Tree of Life to celebrate the life of their late father, Fred Read, and to thank the staff of Rideau 1 South who provided excellent care to Fred. L to R: Daniel Clapin, Foundation Executive Director; Fred Read Jr.; Brian Read; Allan Read; Delphine Haslé, Foundation Development Officer; Jessie Stephenson, Spiritual Care Worker



Robert Webster, 1924-2016, was a resident in the Gatineau home of the Perley Rideau. His daughter Sherry (wearing a hat) made a silver leaf donation, accompanied by her mother Norma and sister Joanne.



True Patriot Love Foundation donated \$25,000 to support the Recreation and Arts Program. L to R: Delphine Haslé, Foundation Development Officer; Charles Lemieux, Foundation Chair; Shaun Francis, TPL Executive Chair; Daniel Clapin, Executive Director; Bronwen Evans, TPL CEO





BrGen (Ret'd) Jack and Norma Watts donated a generous gifts of securities to the Perley Rideau Foundation. L to R: Charles Lemieux, Foundation Chair; Norma Watts; Delphine Haslé, Foundation Development Officer; Daniel Clapin, Foundation Executive Director; Ron Buck, Health Centre Chair; Jack Watts; Akos Hoffer, Health Centre CEO



The Royal Canadian Legion Branch 641 Barrhaven presented a \$5,000 cheque to support the revitalization of a Veteran-occupied dining room. L to R: Ed Schelenz, President, RCL Branch 641 Barrhaven; Bert Boehme, Chairman, Poppy Trust Fund, RCL Branch 641 Barrhaven; Daniel Clapin, Foundation Executive Director; Sharon Wilson, Chairman, Poppy Campaign, RCL Branch 641 Barrhaven



National Defence Director General hosted a Tree of Life Ceremony to honour three Veterans. This year, the members of DGAEPM raised \$9,416 for the purchase of three Broda Chairs.



Gordon Moore and his family add a leaf to the Tree of Life to thank the caring staff who make his life more comfortable and meaningful. L to R: Joan Olinik and her father Gordon Moore; Delphine Haslé, Foundation Development Officer; Daniel Clapin, Foundation Executive Director



On May 16, the North Country Veterans Association (NY State) donated a flag of the United States of America to the Perley Rideau. The flag will be used during ceremonies as appropriate.

Family and Friends Council

“Caring for the caregiver” has been the FFC’s focus this spring. In **our feature article** in this issue of the Perley Rideau Newsletter, entitled “**Caring for the Caregiver at the Perley Rideau – The Caregiver’s Journey**”, we outlined our approach. This theme seems to have strongly resonated with our community of family and friends at the Perley Rideau.

Attendance at **April’s Caregiver’s Journey: a Family Caregiver’s Perspective on caring for a loved one at Perley Rideau**, was the largest in a long time. Doreen Rocque, Perley Rideau FFC Vice Chair, related her experiences with several members of her family, including her late husband, who she helped move to long term care. As she described her first hand experiences with the shift in care responsibility from individual to a shared model, she commented on the emotions she experienced and the multitude of folks wanting to help.

At our May 19th meeting, which was also very well-attended, **Neil Rozon, of the Alzheimer’s Society of Ottawa and Renfrew**, helped us identify the need for and strategies to support self-care. Neil also provided the signs of potential burnout which is a real risk when we try to juggle all the physical, social and mental demands of caring for loved ones. A list of resources with contact information was in the presentation, and will be available with the minutes of the meeting.

The annual Ontario Family Council Week (which started out as Family Council Day in 2010 and has

evolved to a one week celebratory programme) is taking place this year in the second week of June. In keeping with this important recognition of the role of family councils in long term care homes the FFC, in partnership with Perley Rideau management, is presenting an educational seminar on **Wednesday, June 8th, 2:00 to 4:00 pm. in Lupton Hall** entitled “**Circle of Care – Caring for the Caregiver**”.

The format will be moderated panel discussion on Care giving perspectives from the point of view of family and friends, Perley staff and volunteers and a resource expert. **See our poster board in this issue of the Perley Rideau newsletter** and around the Perley Rideau.

As of press time, confirmed speakers are: **Workplace Learning Specialist and Leadership Development Expert Vonnie Kline** who brings over 20 years of experience in the health care sector. She is passionate about helping people navigate through the continuous challenging situations we face in our organizations. Her areas of expertise are in performance management and team development, change and transition management, dealing with stress and managing relationships. From Perley Rideau: **Linda Hunter, RN, MScN, PhD[C], Chief Nursing Officer, Rachel Stoparczyk, Volunteer Coordinator, FFC Executive members Doreen Rocque and Mark Bowman**. The panel discussion will be chaired by **CEO Akos Hoffer and Council Chair Ray Bailey**.

The Mission of the Family and Friends Council:

The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff. Participation is open to family of residents, former residents of the Perley Rideau Veterans’ Health Centre, and persons of importance to residents who are committed to acting as advocates. Current members of the Executive Committee have accumulated over roughly 66 person years’ combined experience in the Long Term Care Health system. As well as their involvement with Perley Rideau, some members have knowledge of other Ontario long term care homes. It is our hope that this experience and wide range of perspectives will be looked on as a source of information and assistance to all members of our long term care home community.

Council meets the 3rd Thursday of each month at 7:00 pm, except in August and December. Meetings include monthly updates by Senior Management, presentations on topics of relevance to residents and their family, opportunities to learn more about life at Perley Rideau, share experiences and support one another. We look forward to welcoming new members to all our meetings and to their standing for election to the Executive.

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

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



Circle of Care Caring for the Caregiver

Wednesday, June 8, 2016

2:00 pm to 4:00 pm

Lupton Hall

The Perley and Rideau Veterans' Health Centre
1750 Russell Road, Ottawa, Ontario

Join us for a moderated discussion by family and friends, volunteers, staff and a resource expert on the importance of taking care of the caregivers

FOR: Perley Rideau Staff, Families, Friends, Family Councils, Volunteers and Residents

Linda Hunter

RN, MScN, PhD (C)
Chief Nursing Officer

Rachel Stoparczyk

Coordinator Volunteer Services

Mark Bowman

Director Family and Friends Council

Vonnie Kline

Workplace Learning Specialist and
Leadership Development Expert

Doreen Rocque

Vice Chair Family and Friends Council

Discussion Moderator:

Akos Hoffer,
M.Sc.H. M.B.

CEO, The Perley and Rideau Veterans' Health Centre

Beverages will be served.

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

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



From the Veteran Residents' Council (VRC)

From its inception many years ago, at the Rideau Veterans' Home, the VRC has followed the principles set out in their By-Laws. The following two are paramount:

“The Veteran Residents' Council is founded on the premise that the Residents can, and should, play a part in the organized daily life of our Home, (now Perley Rideau), and all of its activities, with the Residents planning and furnishing the manpower for such activities, whenever possible, in harmony with the total program of the Home.”

And,

“Any and all funds, after expenses, received by or for the VRC shall be used for the sole benefit of the Residents.”

By the late 1980s talks had begun on the feasibility of co-locating the Rideau Home with the Perley Hospital in a new building. A Committee of interested parties, Veterans Affairs (Federal) and Rideau Home, Minister of Health (Provincial) and the Perley Hospital, had a draft “Transfer” proposal by 1990. The final version of the proposal was signed in March 1992.

The new “Health Centre” would contain 450 beds, of which 250 were designated for “Veterans”. Those entitled to care are Veterans of the First and Second World Wars and the Korean War. The new Perley and Rideau Veterans' Health Centre opened in 1996. The VCR By-laws were amended, but the “Principles” outlined above, remain to guide the VCR in all its activities.

For the past several years, participation in both activities and projects remained constant. By 2006/2007 however, there were fewer and fewer Veterans able, either because of physical or mental stress (and the grim Reaper), to serve on the Council Executive or actively participate in activities. Volunteers have stepped forward to fill the executive vacancies of Secretary, Assistant Secretary and Treasurer.

President Gib McElroy invites all Veteran Residents to the VCR meetings, held on the second Tuesday of each month, in the second floor games room, at 10 am. All Veteran residents are entitled to attend these meetings, thus ensuring that the Perley and Rideau Veteran Residents' Council, can continue, to “actively participate” and “provide funds” for the Veteran residents.

Over \$375,000 raised by over 1,000 participants at Walk for Alzheimer's



Photos by Kevin Daly and the Alzheimer Society.

Ottawa, ON – May 9, 2016 -- Walk for Alzheimer's, Canada's biggest fundraiser for Alzheimer's disease and other dementias, held in support of the Alzheimer Society of Ottawa and Renfrew County on May 7th at Tunney's Pasture raised over \$375,000 with the participation of over 1,000 walkers. The success of Ottawa's Walk for Alzheimer's was made possible with the generosity and hard work of its Leading the Walk sponsors Collins Barrow Chartered Accountants, and Symphony Senior Living.

There were thousands of donors, and over 150 event volunteers who worked together with the Alzheimer Society to make a difference for local families living with dementia. All funds raised stay in the local community to provide support, education and resources to people living with dementia, as well as their families.

For those who weren't able to make it out on event day, there's still time to give and make a difference as donations received until June 30 will add to the Walk for Alzheimer's total. Visit www.walkforalzheimers.ca or call 613-369-5627.

To learn more about the Alzheimer Society's programs made possible thanks to events like the Walk for Alzheimer's, please visit www.alzheimer.ca/ottawa or call 613-523-4004 in Ottawa or 1-888-411-2067 in Renfrew County. You can also follow the Alzheimer Society [@AlzheimerOttawa](https://twitter.com/AlzheimerOttawa).

Monday, June 13, 2016

Come Join Us For Golf & BBQ

(Including Continental Breakfast)

Perley and Rideau Veterans' Health Centre

25th Annual Golf Tournament

SHOT GUN START 0700

Meadows Golf & Country Club
4335 Hawthorne Road

\$60.00

Golf, Cart, Breakfast & BBQ Lunch

See Steve Roy or call (613-862-0682) for enrolment/payroll deduction or
TJ Murdock at ext. 7400 (tmurdock@prvhc.com)

Closing for ticket sales will be June 6th

Open to Staff, Families and Friends of Perley Rideau





The Resident Jazz Band, a.k.a. "The Rubber Band", busked at the Fountain of Appreciation on Friday, May 20th!

Inspired by the Fountain, Heartfelt Wishes and Sentiments of Appreciation, in-house Music Therapist Samantha De Benedet joined residents to perform for an audience that included Local MPP John Fraser.



Party Time: residents and staff have been busy making party hats for the annual Resident and Family Dinner hosted by the Recreation and Creative Arts team with the support of Perley Rideau Management

Perley Rideau 20th Anniversary Trivia ANSWERS (From Page 11)

1. The woman in the photo is Lisa McReynolds
2. The area under construction in the photo is the duck pond

Paypool Winners: \$100 each

May 5

- Mary E Fraser from Creative Arts: Gatineau Bldg
- Carolyn Vollicks: Director Community & Programming

May 19

- Evangeline Agamos-Viega: Gatineau 2 South
- Virginia Mukakarageya: Rideau 1 South

Next draw is June 02/16

Vol. 19-05

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.

Deadline to submit to the next newsletter is the third Wednesday of each month (June 15th).



Perley Rideau

Look for our new Perley Rideau Instagram account and follow us to see examples of amazing resident art that is created with the support of our Recreation and Creative Arts Staff and our many volunteers. In the coming weeks, watch for Robin Tremblay to share information from the cafeteria and catering side of Perley Rideau.



Perley Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation