



Important Information & Contacts

There are many ways to stay in contact with the Perley Rideau team and channels to direct your questions. Here are some of ways to stay in touch.

Family Helpline

- 613-520-2980
- The Family Helpline is staffed Monday through Friday from 8 am to 4 pm.
- If the support person is not available to answer your call, please leave a message and expect a response within one business day.

Indoor Visits

- **Book Online:** [CLICK HERE](#) or visit www.PerleyRideau.ca/visiting-during-a-pandemic
- View the Resumption of Visits webpage and Visitor Guide:
<http://www.perleyrideau.ca/visiting-during-a-pandemic>

Outdoor Visits

- **Book Online:** [CLICK HERE](#) or visit www.PerleyRideau.ca/visiting-during-a-pandemic
- View the Resumption of Visits webpage and Visitor Guide:
<http://www.perleyrideau.ca/visiting-during-a-pandemic>

Online Booking:

- If assistance is required for online booking, contact Volunteer Services at 613-526-7170, ext. 2127
- For all matters related to online booking for outdoor visits, please contact Andrea Liu (Program Lead, Interprofessional Care) at 613-526-7170 x 2208 or at aliu@prvhc.com.

Virtual Visits

- Phone calls, Skype and FaceTime with families: Coordinated through the Therapeutic Recreation and Creative Arts Programming team
- To book a virtual visit or ask questions email: Skypeteam@prvhc.com

Perley and Rideau Veterans' Health Centre

- Emails are sent from the Perley Rideau's Communications office.
- General information for families, including events, news and resident highlights.
- Subscribe to receive emails: info@prvhc.com
- Perley Rideau website: <http://www.PerleyRideau.ca>
- COVID-19 update webpage: <http://www.PerleyRideau.ca/public-announcement>



1750 Russell Road, Ottawa, ON K1G 5Z6

Managers of Resident Care (for reference) - 613-526-7170 + ext

- **Gatineau Building:** Kerry Tubman, ext. **2110**
- **Rideau Building:** Samantha Diceman, ext. **2113**
- **Ottawa Building:** Shevon Thompson, ext. **2405**

Perley Rideau RPN Call Bell Number Extensions – 613-526-7170 + ext

- If calling to cancel a visit on the same day, or a visit occurring over the weekend, please contact the unit RPN.

Gatineau Residence

- **Gatineau 1 North (G1N): 8532**
- **Gatineau 1 North (SBSU): 8531**
- **Gatineau 1 South (G1S): 8538**
- **Gatineau 2 North (G2N):
8544, 8545**
- **Gatineau 2 South (G2S): 8551**

Ottawa Residence

- **Ottawa 1 East (O1E): 8505, 8506**
- **Ottawa 1 West (O1W): 8512**
- **Ottawa 1 West (SAFE): 8463**
- **Ottawa 2 East (O2E): 8518, 8519**
- **Ottawa 2 West (O2W): 8525**

Rideau Residence

- **Rideau 1 North (R1N): 8555**
- **Rideau 1 South (R1S):
8562, 8563**
- **Rideau 2 North (R2N): 8566**
- **Rideau 2 South (R2S):
8573, 8574**

Family and Friends Council

- Emails are shared from the volunteer-based Family and Friends Council.
- Includes summary of most recent FFC monthly meeting and info about upcoming meetings.
- Emails from: Family and Friends familycouncil.prvhc@gmail.com.
- Subscribe at: familycouncil.prvhc@gmail.com

Notes
