

# Between Us... Briefly



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

## The Resident Who Lived His Dreams of Adventure and Travel...

### William (Bill) Iler

Age: 92

**Career:** International Consultant and  
Writer/Editor, Advertising executive

**Veteran:** WW2 Sergeant in Army w/in  
the signal division Code/cipher

**Note:** Speaks many languages

*"Since moving into the Long-Term  
Care home at Perley Rideau, my  
health has improved 10,000 per cent.  
At the retirement home where I lived  
before, they always thought that I  
needed a lift to get in and out of the  
bed, I only walked once a week and I  
couldn't even see faces. Here, I get in  
and out of bed by myself, my health  
has improved I don't need anyone to  
lift me. Now I walk five times per  
week and I walk twice as far. My  
vision has improved and now I can  
see faces. I feel better about myself."*

– Bill Iler



# Meet Bill Iler

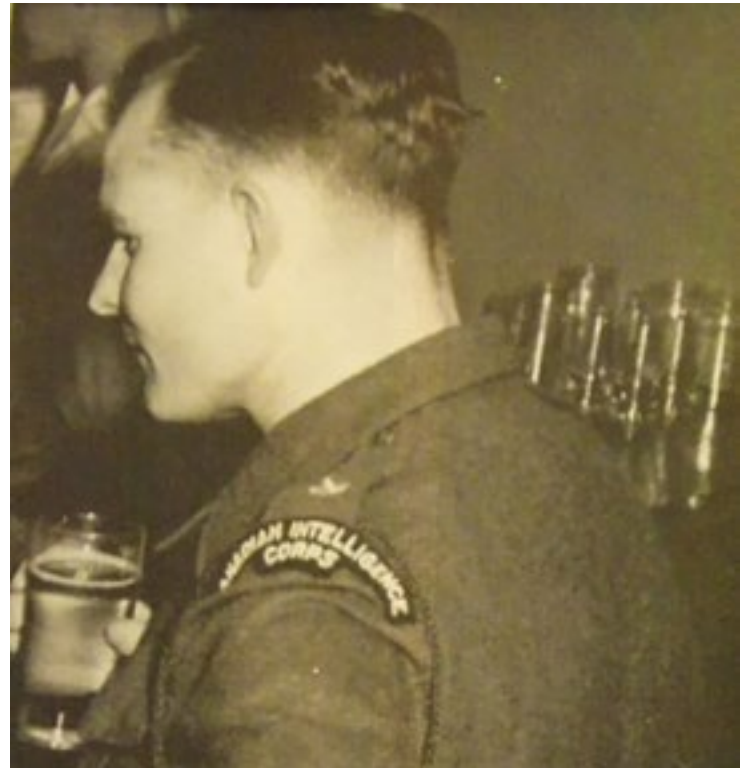
*He looked at a map and dreamed of adventure and travel and that is exactly how he lives his life*

When Bill Iler was sixteen, he had a map of France on his wall that he stared at daily in the anticipation of getting there and being a part of the reconquering of France and Belgium. Two years later, Bill joined the army and while fate had other things in mind regarding his role in the war, Bill nevertheless lived a life marked by a desire to better understand the world.

Bill Iler is a veteran of the Second World War. He worked in intelligence in the Korean War, was in Saigon for a year, lived on three continents, has been married four times and speaks about his children and grandchildren with love and respect. He is a man who looked at a map and dreamed of adventure and travel and that is exactly how he lives his life.

In 1942 after Bill finished high school, he joined the army and was sent to Petawawa and then New Brunswick where he served in the armored core. Later, in Halifax, Bill learned his fate would not quite be what he had planned. Bill's right eye kept closing and he discovered he could only see out of one eye. Given the fact that to aim an artillery gun he needed stereoscopic vision to bring two lines together on the aiming mechanism, Bill's role was redefined. He "ended up in the decoding and deciphering business" for the next three years. "I didn't go overseas but coding and deciphering was interesting. I was reading stories of espionage and fiction and nonfiction and being in the intelligence core was exciting." From 1943 to 1945 Bill was stationed in Labrador at a large American base where 1000 Canadians worked alongside more than 10,000 Americans. Every day, 1000 American planes flew into the base in preparation to fly overseas. Bill toiled for the Canadian army in the radio station decoding and encoding messages through Morse Code.

Two life-changing things happened for Bill while he was in Labrador. First, he developed a love for all things Russian. There was a lot of leisure time in Labrador and Bill used that time to read the Russian classics, "The Gogols, the Tchekovs the Tolstoys turned me onto Russian." In Labrador the only AM radio that Bill was able to listen to was from New York City. And so, when it became dark, he listened to broadcasts from New York and was taken back to being a kid and listening to Clint Buehlman on WGR remembering that even then, he thought the Big Apple would be an interesting place to live. The lure of New



York and his love for all things Russian would come to play in the years after the War.

"When the war ended it was complete euphoria" and Bill enrolled at Queen's University, got married, had two children and moved to Toronto. When the Korean War began, Bill began learning Russian in Toronto. "In the Korean War we were at war with China and North Korea but the allied long term strategy was that sometime in the 1950s we would have a war with Russia. I was part of a contingency plan in the intelligence core to study and to learn Russian so that I could interrogate Russians when they came over the North Pole and took over Canada." He was also working for Gage Publishing and traveling all over the country. In 1956 his life changed radically; Bill was in Montreal and by chance met a woman named Luba who eventually became his wife and with whom he had two children.

Bill finally did come face to face with Germans when he lived in Germany in 1964. "When I went to Germany in 1964 I had very negative feelings, I was assigned an office in the advertising agency and got to know all these guys and they were friendly and outgoing." As the European Marketing Manager Bill immediately began learning German at the local Berlitz Schools. And, in his friendly





and open manner, he began meeting Germans who shared their stories with him. Bill remembers the young man who told him how the town he had lived in remained intact throughout the war only to be leveled by the allies on May 7, 1945. Bill's good friend was the head of marketing and economics for the advertising agency who taught Bill about the German culture. "He would drive me out on weekends and we would go to villages and drink fantastic Rhine wines that don't travel." And so, his experience in Germany was marked by the very personal connections he was able to make. Bill didn't only focus on his German, he also devoured French newspapers to have a better understanding of what was going on in Vietnam.

Just as he had been open to learning Russian and German, Bill became fascinated with Japanese while living in New York. So, he began taking courses in Japanese at New York University and practicing at restaurants. His life would change again, when he saw an ad that sparked his interest. "Wanted: chief of party for Vietnam, must speak fluent French. Duties will involve liaison between American organizations and Vietnamese Government". Bill applied and was chosen out of 158 applicants. He abandoned his life in New York and left for Saigon where "I was in the middle of it; I slept with a loaded .45 by my



bedside and a machine gun under my bed just in case." In Vietnam he was the equivalent of a colonel which meant he got perks including an apartment, a cook, a maid, and a driver. Bill also had a secretary interpreter who had been raised in a convent and spoke fluent Parisian French. In 1975 she became a part of the "boat people" saga. Forty-five years after her boat was picked up by a US destroyer, she called Bill to say she was celebrating 45 years of being in the USA. She and one of her sons visited Bill on his 91st birthday. Sadly, Billy, the son he had with her, died in a tragic car accident outside of Las Vegas.

Bill has been at the Perley Rideau for more than a year. A portrait of him and his last wife Patricia hangs over his bed. His room is known for the four Picasso paintings and he has established a reputation as the resident who continues to take advantage of all of life offers and is unbeatable when playing Trivial Pursuit. He participates in music, chats with fellow residents and volunteers, is clearly loved by the staff, and spends a good amount of time listening to books that his son uploads on a USB for him. Bill is also a descendant of Leonhard Euler a great mathematician and a physicist of the 18th Century. Incredibly, Euler also lost sight in his right eye, and like Bill, had a drooping eyelid. Notwithstanding the challenge, the two men connected by blood centuries apart, share so many of the same things: a love for all things Russian - Euler served as a mathematician in the Russian court, and like Bill lived and worked in Germany. More importantly, both men remained passionate about the world they lived in. In 2015, Bill Iler is what we would call, a global citizen.

*Anna Rumin*



# A Mother and Son United

Submitted by Gloria Manuel, Unit Clerk on G1S/G2S

Edgar Venne and his Mother, Marie Venne, (106 years old) both of whom had never been separated in their lifetime in keeping with their legal instructions. So, in the move to Perley Rideau this spring, Edgar arrived at Perley Rideau 26 days before his mother. The separation for both of them was devastating and this was evident to the G1S staff on admission. They kept reassuring Edgar his mother would be coming soon. Edgar and his mother spoke by phone daily.

The good news: benefiting from a process that reunites family members, upon Edgar's admission, Marie, was then automatically put on the list to come to the Perley Rideau. She was admitted on O1W after a long 26 days of separation.

Unfortunately when Marie was admitted to O1W, the G1S unit was in outbreak and she was not able to see her son. Eight long days after being admitted, she came to G1S and asked to be with her son. The Registered staff, Kelly Hum confirmed there were no sick residents and they were just waiting for the declaration that the outbreak was over. The staff which included: PSW/ Allen Katushabe, Unit Clerk/Gloria Manuel, and Darlene Cameron Yue / Special Approach made a



*Thanks to a process that reunites family members, mother and son were reunited after more than 25 days apart.*

decision to take Edgar out to the hallway where his mother was patiently waiting to be reunited with her son. Mother and son visited for about 15 min before returned Edgar back to the unit with a wonderful smile of relief on his face, and Mrs. V. and her caregiver went happily back to her unit.

## Thank You!

Dear Sir,

We would like to thank the team of G2N and Dr Hamilton for the superb care they provided for our father Maxwell De Tracey during his stay from August 2014 to March 2015. We were impressed with the compassion, friendliness and professionalism of all the staff that looked after him. The level of communication with us regarding Maxwell's care was most helpful in keeping us informed of his condition, even when we were out of town. He truly enjoyed the high level of care and the attention he received from your staff during his stay. Sadly, he passed away on the 8th of March, but he did so without pain and in his sleep, which was his last wish. The follow up assistance after his passing was well handled and we were comforted knowing it would be well done since we could not be there.

Sincere thanks for looking after our father so well,

Peter and Leith De Tracey





On June 18th please don't miss what is sure to be an insightful evening into a Day in the Life of a PSW — the individual who, on a daily basis, likely has the most immediate connection with the care of your loved one. On this not to be missed evening, please join us when PSW Rene Escobar, Special Approach PSW Darlene Yue and PSW Supervisors Colleen Barbier and Barb Wilson describe just what goes into the responsibilities of Personal Support Workers. On this occasion, you'll learn the elements of the PSW role for each shift of the day and how PSWs work with residents and their families. A key discussion point for these presenters will be: "Are we aware of your top 3 priorities for your loved one's quality of life?"

Mealtimes are not only an important part of each day, but can be the highlight of a day when we gather together to share food and conversation. At April's Council meeting, attendees discovered the intricacies of menu planning for the multifaceted diets of our 450 Perley Rideau residents from Registered Dietitian Permjit Sandhu and Director of Support Services Lori Stuckless. Their truly eye opening presentations prompted many questions and much discussion.

Wednesday, 3rd June at 2:00 - 4:00 pm. Perley Rideau's Family and Friends Council in conjunction with Senior Management will partner in sponsoring a seminar on

the combined topics of Chronic Pain Management and Palliative and End of Life Care. On this occasion we will hear from two particularly experienced physicians: Dr Jose Pereira, Professor and Head of Palliative Care at the University of Ottawa and Medical Chief of the Palliative Care programmes at Bruyere Continuing Care; and, Perley Rideau physician Dr Cuong Ngo-Minh a graduate of McGill University's Faculty of Medicine whose practice focusses on the care of the elderly. This programme is part of the annual celebration of Family Council week and will take place in Lupton Hall. Refreshments will be served.

Initial plans for July's very first Family and Friends Council Social Pub Night are in the works. That evening, we'll hear more about the Pub operation and the many volunteers who contribute so much to making this a spot for residents to meet and mingle. News will be posted once details are confirmed.

Family members are invited to the monthly FFC meetings.

The Council is always looking for family members who would like to join the executive group.

To find out more, please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)

## Future meeting dates and topics are:

**3rd June: Family Councils' Network Seminar:** "Let's Talk about Pain Management and Chronic Care". Presenters include Dr. Jose Pereira, Professor and Head of Palliative Care at the University of Ottawa and Medical Chief, Palliative Care programmes at Bruyere Continuing Care and The Ottawa Hospital with Perley Rideau physician Dr. Cuong Ngo-Minh. Please watch the bulletin boards for further details.

**18th June:** A Day in the Life of a PSW – Watch this space for additional information.

**July:** Please join us for our very first Family and Friends Council Social Pub Night — and to learn about the Pub operation and the many volunteers who contribute to a spot where residents can gather to chat and reminiscence. Please watch for news confirming the date.

## 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 members of residents, former residents of the Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates.*

*Council meets the third Thursday of each month at 7:00 pm, except in July and August. Meetings provide opportunities to learn more about life at Perley Rideau, to share experiences and to support one another.*

*For questions about the Council please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)*



### Jamie Lee Rattray sets goals for the 2018 Olympics

Submitted by: Melodie Rattray, Jamie's mum, 25 year staffer at Perley Rideau

At just 22 years old, Brampton Thunder forward Jamie Lee Rattray has already compiled an impressive hockey resume, most recently including her time suiting up for Canada's National Women's Team at the IIHF Women's World championships on Malmo Sweden in April.

Earlier at the 2014 Four Nations Cup, she thrilled the crowd at the Interior Savings Centre in Kamloops, B.C., flying down the left wing in her debut with Canada's National Women's Team, and finding the top shelf in the home country's opening game against Sweden. Rattray finished the tournament with three points in as many games, and was chosen by Team Canada head coach Doug Derrrough to participate in the gold medal game shootout against the United States.

The Canadian Womens National team won gold at the event.

"The road to the national women's team has been long and challenging but has been filled with many championships, honours and experiences. My life revolves around the rink, and it has grown in a way that my teammates are now my best friends," Rattray says. "It is a lifestyle that I wouldn't change for anything."

In 2009 Rattray was finishing her minor hockey career with the Ottawa Senators Women's Hockey team during which the association held an event to honour our war veterans. In cooperation with the Stittsville Legion and with the enthusiastic support of the Perley Rideau Veterans' Health Care Centre the Lady Sens hosted a PWHL game where veterans and supporters were guests of the Kanata Girls Hockey Association. Many members of that 2009 team



went on to successful careers with the national women's program and university programs in the US and Canada.

After the PWHL game Jamie Lee was recognized as the best player in Clarkson University's 11-year division (or Division 1) 1 history for winning the Patty Kazmaier Memorial Award as the top player in Division 1. Named a first-team All-American and ECAC Hockey Player of the Year, Clarkson rounded out her impressive college resume when she won the NCAA Division 1 championship for the first time. During her illustrious university career, during which she majored in psychology, Jamie Lee averaged more than a point per game; she finished as Clarkson University's all-time leading scorer with 181 career points on 77 goals (including three hat tricks) and 104 assists through 147 games. With 26 powerplay goals and 20 game winning goals, Jamie Lee posted a plus/minus of +84 for the Clarkson Golden Knights.

The road ahead for Jamie Lee involves training and playing outside the structured university sports environment while launching her career. The upcoming Canadian Women's Hockey league season will have its own challenges as Jamie Lee looks to help the Brampton Thunders improve throughout the season on the way to making the 2016 CWHL playoffs. Team Canada will demand total commitment as it does from all its athletes and will ensure that the best will be present at the 2018 Winter Olympics to represent Canada in Pyeong Chang, South Korea. For Jamie Lee Rattray the challenge to get to South Korea, the greatest challenge of her hockey journey, will be met with the same enthusiasm and dedication that has been her recipe for record-setting and success.

The Perley Rideau is an active educational partner with many institutions in the Ottawa area and as far as Victoria. For students attending professional programs where formal learning happens in the classroom, theory becomes practice when they begin their placements at the Perley Rideau. Furthermore, the personal connections they make with staff and residents enhances their classroom learning. Residents appreciate new faces and the opportunity to interact with students who will eventually become professionals. And, the staff can benefit from students who bring new ideas to their roles.

**Volunteer Services is now accepting applications until June 8 for the Summer Youth Program . We welcome youth volunteers, 13 and older, who are interested in supporting resident programs during the months of July and August. Applicants should be available for a full-day orientation session on Monday, June 29 and be able to commit to volunteering one or more days per week, for at least five weeks in the summer.**

**Applications are available on the Perley Rideau website or in Volunteer Services.**

## Students Express Their Thanks

Algonquin PSW (Personal Support Worker) students sent a large card to the residents on O1W. They named all the residents and thanked them for allowing them into their home. At Perley Rideau, we provide internship programs and co-op opportunities for Algonquin College and other educational partners.







Gertrude Létourneau engages residents during a recent music class.

## Successful Collaboration

During the winter term, we had the privilege of welcoming Kathryn Cobbler a music student from the University of Ottawa who is finishing her Master's Degree in Performance. Kathryn is a violinist and played every week for our residents in Gatineau 1 North. She shared her beautiful classical music and learned many of the old songs the residents love. My favorite moment is when one of our residents, a 94-year old army general, described to her how "Keep the home fires burning" should be played. He said: "It needs fire!" It was fantastic to see her musical skills being transferred to communication skills to engage the residents in her music. She also played a beautiful recital in March in Lupton Hall, adding some war songs to her program. We are looking forward to more collaboration with the University music students in the fall. Below is what she says about her experience at the Perley Rideau.

*Gertrude Létourneau*

## Experiencing the Transformative Power of Music

Through an Independent Study at the University of Ottawa and the Perley Rideau Veterans' Health Centre I had the pleasure of playing music alongside one of the Perley Rideau musicians, Gertrude Létourneau. During my placement, I was able to experience the transformative power of music first hand. As I watched the change in mood and disposition of the residents I performed for, I was able to see that not only were the residents more present but had more life and joy in them.

One of the most valuable things I learned from this experience is that no matter whom I was performing with or for I wanted to always have a goal of providing joy through musical engagement.

Within my Independent Study, I was able to explore how my own performance skills translated into musical engagement skills. The performance skills are the same

that one would use in telling a story: showing musical shape and line, with clear peaks of musical phrases, exaggerating dynamics so that they are clear to audience members and playing with good articulation so that musical characteristics come across well to listeners. All of the above skills I translated into my performances as I played my viola and spoke to the residents. As I was mainly performing for residents affected by dementia, the clarity of my musical and verbal communication was even more important if I wanted my audiences to experience valuable musical engagement. My Independent Study, completed in collaboration with the University of Ottawa and the Perley Rideau Veterans' Health Centre, has helped me to become a more well-rounded musician, helping me to better communicate with all audiences."

*Kathryn Cobbler*



## Ethics Says – ‘Just Wash Your Hands!’

Submitted by Joshua Landry, Regional Ethicist

We have all been told that proper hand washing is the single most effective way to prevent the spread of infections. While we often think of hand hygiene as a matter that Infection Prevention and Control ought to address, it is an important ethical issue as well!

### Why is it an ethical issue?

All staff at The Perley and Rideau Veterans’ Health Centre not only have a professional responsibility to protect residents from Perley Rideau acquired infections, but also an ethical obligation to decrease risks, and prevent harm from occurring to residents.

- Not properly following hand washing procedures can increase the spread of infection, which increases the risk to residents that they will contract that infection.
- We all have a duty towards residents to ‘do no harm’, and further, to prevent harms when an effective means exists to do so.
- Therefore, since residents are harmed by acquiring infections, and we have a duty to prevent harms (and an effective way to do so – washing our hands!), we have an ethical obligation to follow proper hand washing procedures.

The Champlain Centre for Health Care Ethics and Ethics Advisory Committee of the Perley Rideau, in collaboration with Infection Control, supports proper hand washing procedures at the organization, and urges all staff to adhere to their ethical and professional obligation to proper hand hygiene.

Remember, **‘just wash your hands!’**

Josh Landry, MSc, PhD – Regional Ethicist

*\*Version of this first appeared in the Ottawa Hospital’s ‘Journal’*

## Learning

### Lunch and Learn!

Submitted by Jennifer Plant, Manager of Education and Projects

Life is so busy and there is so much work required across the bustling Perley and Rideau. The Lunch and Learn program allows staff to take some time, eat their lunch, and learn something new away from their unit. The Perley and Rideau is working on an education and training plan to reflect our strategic direction and strengthen current corporate initiatives. Our goal is to ensure a comprehensive range of strategies to support learning and ongoing skill development in our community.

Lunch and Learn sessions are one strategy designed to contribute to a culture of learning, inquiry, evidence-based practice, and knowledge transmission. Lunch and Learn features topics that apply to all staff, relating information from within the Perley Rideau as well as from our community partners. Lunch and Learn speakers come from a variety of backgrounds.

Although Lunch and Learn sessions are just beginning, we plan to hold them monthly (except July and August) from 1pm to 2pm. The day and time may not work for all staff and may be changed as time moves on and we welcome your feedback.

Is there a topic you are interested in hearing about? Do you have expertise that you would like to share in a lunch and learn? Contact Jen Plant [jplant@prvhc.com](mailto:jplant@prvhc.com)

**Stay tuned for the fall schedule of lunch and learns – coming soon!**

## June’s Lunch and Learn Ethical Decision-Making in Long-Term Care

Joshua T. Landry M.Sc., CCE, Ph.D.(c) Regional Ethicist

Introduction: Considering ‘ethics’ and pursuing ethical decision-making in health care is imperative to the provision of treatments and other services for patients and residents. Often times, however, the ‘right’ or ‘good’ decision may not be clear and we are faced with an ethical dilemma. An ethical dilemma may be understood as any situation where we: encounter conflicting values, beliefs or goals; have conflicting obligations or responsibilities; are concerned that rights are being violated; or are unsure

about what we should do, why we should do it, or how we should do it. Understanding ethics and ethical decision-making will allow us to better approach these difficult situations, and provide us with appropriate tools to make morally defensible claims on what, why, and how to act.

Learning objectives: We will examine and identify some of the ethical challenges faced by staff at the Perley Rideau, with an aim to better understand the ethical foundations from which we can approach and address these challenges.

**DATE:** June 16th

**TIME:** 1:00 to 2:00pm

**PLACE:** Boardroom, 2nd Floor, Perley Centre

**PRESENTER:** Joshua Landry, Regional Ethicist



# Improving Resident Care at the Perley Rideau - Right Care, Right Place, and Right Time

Submitted by Doris Jenkins, Director of Nursing

*A 90-year old, Long-Term Care resident arrives in the Emergency Department. During his stay he experiences an eight- hour wait on a stretcher. The hectic environment causes him to be more confused and he tries to get off the stretcher and leave. He is physically restrained to the stretcher for his safety and medicated to decrease his anxiety. A urinary catheter is put in place to assist with incontinence needs. Following the long wait he develops a pressure ulcer on his heel.*

## Could this have been avoided?

Research shows that at a minimum of 25% of long term care transfers to hospital are avoidable. Transfers have been shown to put residents at risk for restraint use, infections, and an increase in confusion and anxiety.

Research also tells us that early recognition of health changes in long-term care residents will provide a greater opportunity to safely meet their needs in the home and in a timely manner. When care can be provided safely in the home to meet health needs, we improve the' quality of life of our residents.

Currently we are working with the Ottawa Building care team on early identification of health changes to enable more timely interventions that hopefully mitigate the need for a transfer. To achieve this goal we are elevating the clinical skills of the care team so they are better equipped to meet the complex care needs of our residents. Part of this plan includes putting in place a system that enables the PSW staff to consistently report on the first signs of a change in a resident's condition so that the care team can effectively follow up. Residents and staff are also receiving the support of a Nurse Practitioner from the Nurse Led Outreach Team of the Ottawa Hospital.

Thank you to the Ottawa Building Staff for supporting the quality improvement team leading this work. Your feedback and participation in our tests of change have been invaluable to our ongoing success in this initiative. We truly are improving the experience of the people we serve.

## CNF Nightingale Gala celebrates All Partners in Mental Health Recovery

The Perley and Rideau Veteran's Health Centre was pleased to support a Corporate Table of 10 attendees at the 2015 Canadian Nurses Foundation (CNF) "Nightingale" Gala. In partnership with the Mental Health Commission of Canada, this year's theme was "Nurses: Partners in mental health recovery. There is no health without mental health". Last year's Gala raised \$134,000 to help fund nursing scholarships and research grants. The CNF Nightingale Gala consisted of an auction, dinner, and dancing and was attended by many Ottawa health care organizations. Participants dug out their formal clothes and joined together to celebrate their passion, network with their peers and have a fun night out.

The Perley Rideau wanted their nurses to attend the Gala and recognizes the importance of others in the circle of care held a draw for RNs, RPNs and other staff to attend this year's Gala. The winners were: Shaffi Dutta, Neda Golfam (RPN's), Cheryl Levi, Natasha Gordon (RN's) and PSW's, Jessica Castillo and Heleny Campeau. The Perley staff had a wonderful time at the Gala and were grateful for the support of a corporate table as well as meeting board members.





# Webinars

## Skills and tools for caring for a person with dementia

Use your computer, Internet connection and phone to participate in a live presentation.



View the webinar live from home or attend in person at one of these locations to participate in a group discussion.

**Western Ottawa Community Resource Centre**  
2 MacNeil Court, Ottawa, ON

**Eastern Ottawa Resource Centre**  
1515 Tenth Line Rd, Orleans, ON

**The Good Companions**  
670 Albert Street, Ottawa, ON

**Time:** 10:30 a.m. - 12:00 p.m.

**Cost:** Free

**PRE-REGISTRATION  
REQUIRED**

**Register Online:**

<https://www.surveymonkey.com/s/J5MSRDK>

**Register by Phone:**

613-369-5619

Thursday  
June 4

### Understanding Dementia

- Types of dementia and the differences between them
- Treatment: pharmacological and non-pharmacological approaches
- Brain and behaviour: what changes?

Thursday  
June 25

### Living Well – Engaging in meaningful activities for people with dementia

- Communicating and approaching in a person-centered way.
- How to actively engage the person with dementia and be in the moment.
- Practical activities for early to middle stages.
- The *All About Me* book - how it can make a difference.



# Calling All Volunteers to Support HOPE SummerFest

Foundation

Since 1982, HOPE Volleyball SummerFest has been supporting local charities with the proceeds from its volleyball tournament at Mooney's Bay Beach. This year, The Perley and Rideau Veterans' Health Centre Foundation is one of HOPE's six recipient charities and we are thrilled to be receiving funding for upgrading the Ottawa courtyard to make it safer and more attractive for our residents and their families.

Perley Rideau is committed to doing it part by providing 50 volunteers to help during the event . Your time and assistance are needed on Saturday July 11th!

Please select from the shifts below and send us your name, email and phone number by June 8th. You are encouraged to forward news of this opportunity to friends or family who would like to be part of this fun at the beach while supporting our cause.

**When:** July 11, 2015 (Shift 1: 7:30am – 1:30pm OR Shift 2: 1:00pm – 7:00pm)

**Where:** Mooney's Bay Beach, Ottawa

**Volunteer Role:** Security – to provide a visible security presence and help monitor the event grounds and entrance. Training will be provided during an orientation the night before the event. Security volunteers will work in pairs... so why not bring a friend along?

To register or find out more please contact Delphine Haslé at 613-526-7170 ext. 7177 or email her at [dhasle@prvhc.com](mailto:dhasle@prvhc.com).

**Thanks again for your help in making this year's event a success. See you on the beach!**

## Night at the Races - 2015



Thank you to everyone who made the Night at the Races such a great success! The Perley Rideau Foundation hosted the 14th Annual Perley Rideau Night at the Races on May 7, 2015, at the Rideau Carleton Raceway. We raised over \$27,000 towards the Building Choices, Enriching Lives Capital Campaign. All proceeds are directed towards two senior's apartment buildings, Commissionaires Ottawa Place and Building B (yet to be named).

The response to the two apartment buildings, especially designed for seniors, has been very gratifying, and new tenants have been moving in steadily. Staff are very busy welcoming the new tenants, setting up Assisted Living Services for those in need, holding orientation sessions to acquaint the new tenants with the services in the Village, and attending to a myriad of details that are so important to make the new tenants feel at home. The apartments are now 100% subscribed with 30% overall occupancy by former Canadian Armed Forces personnel.

## *Thanks to our generous sponsors*

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**Table Sponsor:** Coughlin & Associates

**Art Gallery Sponsor:** Honeywell

### **Race Sponsors:**

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- KPMG LLP
- McMillan LLP
- Medical Mart Supplies
- Medical Pharmacies Group
- Ontario Medical Supply (OMS)
- Rhodes & Williams
- Scotiabank
- Sunshine Maintenance
- VitalAire Healthcare

**Linen Sponsor:** HLS Linen Services

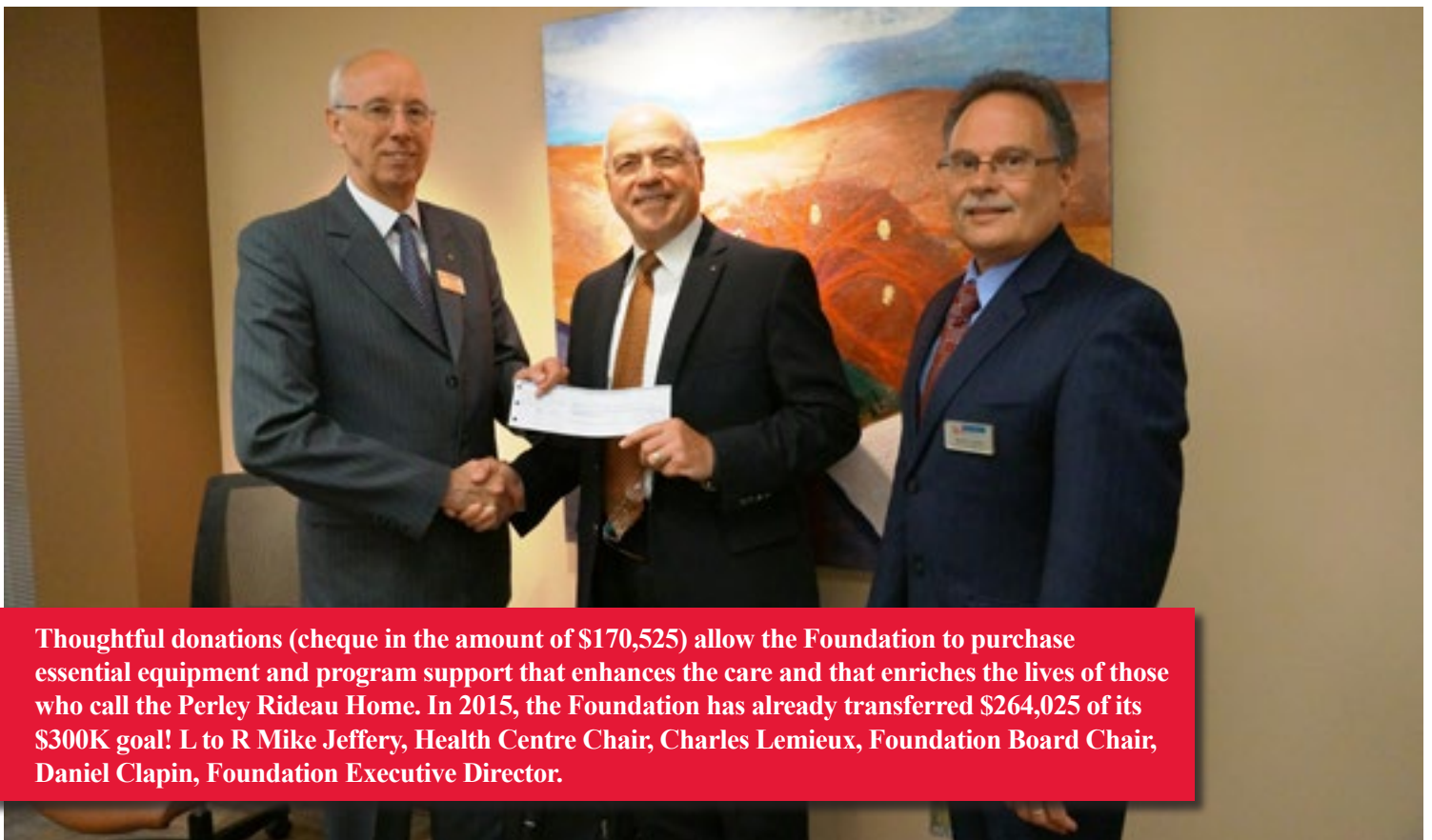
**Ticket Sponsor:** Allegra Print and Imaging







Thanks to the generous supporters of the Building Choices, Enriching Lives Capital Campaign, almost \$3M has been pledged and raised towards the Health Centre's Senior Village Independent and Assisted Living Housing initiative. (Cheque presentation \$63,000) L to R Mike Jeffery, Health Centre Chair, Ken Dye, Co-Chair Campaign Cabinet, Charles Lemieux, Foundation Board Chair, Daniel Clapin, Foundation Executive Director



Thoughtful donations (cheque in the amount of \$170,525) allow the Foundation to purchase essential equipment and program support that enhances the care and that enriches the lives of those who call the Perley Rideau Home. In 2015, the Foundation has already transferred \$264,025 of its \$300K goal! L to R Mike Jeffery, Health Centre Chair, Charles Lemieux, Foundation Board Chair, Daniel Clapin, Foundation Executive Director.

# DGAEPM raises money for Perley Rideau, honours local veterans at ceremony

Since 2000, Director General Aerospace Equipment Program Management (DGAEPM) has been raising funds for the Perley and Rideau Veterans' Health Centre Foundation, a tradition that started in honour of a commissioner that did not have any family when he passed away.

The campaign has evolved and expanded with the goal of fostering a direct and positive impact on the daily lives of the Centre's veterans. This year, DGAEPM has raised a record breaking \$16,000.

On April 23, five veterans were honored with gold or silver ceremonial leaf plaques that will be mounted on the Perley Rideau Tree of Life located at the heart of the Centre.

AS (Ret'd) Neil Orman Bannister, who served in the Naval Reserve (1943-1945), and Sgt (Ret'd) Arthur Thomas Cullum, who served with the Royal Canadian Air Force (1942-1943), were both honoured with silver leaf dedications. Sgt Shawn Heighington, DGAEPM member and grandson to both, presented the leaves to Daniel Clapin, Executive Director of the Perley Rideau Foundation.

Signalman Justin Norman Mackenzie, who served in the Royal Canadian Navy Volunteer Reserve (1939-1945), was honored with a silver leaf dedication. His son, LCol (Ret'd) Ken MacKenzie from DGAEPM presented the honour.

Lt Col. (Ret'd) John Francis Donald MacIsaac, a resident of the Perley Rideau who served with the Canadian Army during WWII, in the Korean War, and as a member of the



Honourees, family members and guests pose in front of the Perley Tree of Life.

Judge Advocate Branch until his retirement in 1969, was honoured with a gold leaf dedication. His son-in-law, BGen (Ret'd) Jim Selbie, presented the honour.

MWO (Ret'd) Stuart Brown, a resident of the Perley Rideau Centre who served in the Canadian Army during WWII, and in the Royal Canadian Army Medical Corps until his retirement in 1975, was honoured with a gold leaf dedication. His son, Mike Brown presented the honour.

Approximately 45 military members from DGAEPM attended the ceremony and met with friends and family along with other veterans. Members from DGAEPM also had the opportunity to tour the facility to meet with veterans who were unable to attend the ceremony and to see first-hand the positive and lasting impacts from the funds raised through the campaign.





*An Afternoon with*  
*John McDermott*

*Presented by The Medipac Group in support of*  
**The Perley and Rideau Veterans' Health Centre Foundation**  
**and McDermott House Canada.**

**Sunday, June 14, 2015**

**Cocktail reception and  
concert 2:00 - 5:00 pm**

*Beechwood National Cemetery*  
*280 Beechwood Ave, Ottawa K1M 8E2*

**Tickets: \$150.00**

includes \$80 income tax receipt

**Tickets available at  
613 526-7173 or online at  
[www.PerleyRideau.ca/John](http://www.PerleyRideau.ca/John)**

**Sponsored by**



# THANK YOU FOR JOINING THE CONVERSATION.

By The Numbers - CEO Town Hall:  
Veteran Transition, April 22, 2015

**7** Total number  
of CEO Town  
Hall Meetings

**20** Number of  
questions/comments  
included in the  
feedback forms

**#1** Top average score  
(4.3) for Question #4:  
Sufficiency of time for  
questions and feedback

**#5** Lowest average score  
for Question #5: Do you  
understand where you  
can help in supporting  
this transition?

**197\***  
Total attendance  
for the Town Halls

**65%**  
Feedback forms returned and Surge Learning  
Surveys completed





Thanks to everyone who attended the April 22 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. Consider this an ongoing conversation as we tackle important issues.

A special note of thanks to all who offered feedback on the paper forms and through Surge Learning. In keeping with our commitment to be transparent and accountable, CEO Akos Hoffer sat down to address 11 key questions and comments.

Please note that some questions have been edited to accommodate spacing.

### ***Comment: I find everybody is on edge from management to frontline workers wondering who is next to be walked out.***

**Akos:** The goal of the Town Hall was to share our information around the coming funding challenges and to provide you with information on the speed of change in the long-term care sector. Our research indicates that we will have War Service Veterans at Perley Rideau for the next 10 years. At the same time we see the healthcare landscape environment changing often and in many ways. We have no intention to “walk anyone out”. We cannot promise that the future will be static, but we commit to keeping you informed. We are working very hard to maximize current and future opportunities for staff at Perley Rideau and if you remain concerned, or have questions, please talk with your manager.

Guided by our Strategic Plan and powered by our amazing reputation and the passion and commitment of our staff, we are determined to tackle these changes and uncertainty through innovation – new ideas – and acknowledge that there’s always room for improvement.

### ***Q: Why was the media told before the staff?***

**Akos:** Discussions around the coming challenges have been around for a while. It’s inevitable. As a result of our many discussions, in January the Champlain LHIN funded research into a project with The Ottawa Hospital (TOH) to study the business case for Perley Rideau to accept patients from TOH needing an alternate levels of care. The leadership of TOH is very supportive and the topic came up during a wide-ranging interview with a CBC journalist. I have to think that a comment from Dr. Jeff Turnbull made this story more appealing as the public worries about hospital wait times. While the research into the business case continues, it sure was a boost when, on May 8th, Dr. Turnbull appeared on a CBC radio show

and he mentioned some of the work that his hospital is doing with us. Our team is committed to working hard to address these challenges. We will continue to be open with you and open with the wider community.

### ***Q: Are we heading back to our initial classification?***

**Akos:** That’s an interesting question. I assume that the question on the change in classification is back to hospital status. That was mentioned in the news story and in my presentation. Last I checked there are 3,000 people in the Champlain LHIN waiting for a bed in a long-term care centre, so we don’t see our core business changing. Recall the graphs I displayed on the trends in the decline of the veteran population -- this will be a gradual process. We aren’t talking 250 empty beds overnight; instead we are talking vacancies that could result in the changing of a 40-bed unit. If it’s a smaller unit, there are two options. The first option is to keep the base Long Term Care funding and find ways to increase that payment. That’s what we did with the convalescent program.

The other option is that we could move to a system that looks more like hospital funding; similar to a satellite unit of The Ottawa Hospital. We haven’t closed the door on either option yet. We are still very much in the research and discussion phase but know that we are determined to show all our stakeholders and the wider community that we are committed to surviving and thriving. We will solve our own problems and not wait for others to make decisions when we have control.

### ***Q: Is the safety of the long-term care residents being considered with changes to certain units?***

**Akos:** Safety is always at the forefront for us. If a unit classification was changed to an “assess and restore unit” or a “sub-acute care unit”, then of course you have to staff appropriately and provide appropriate education and support to make sure needs are met. We comply at

every stage throughout the facility with all government regulations as well as our union agreements. We intend to maintain those high standards into the future.

**Q: How will the recreation and arts program change?**

**Akos:** That program is the jewel in the crown of the Perley Rideau and sets us apart, so we are going to do everything we can to maintain it. That's all part of our discussions with government and others. If we get the funding right then we can hang on to it and we are always looking at new ways to support the program, as we have done recently by working to provide access to the apartment tenants. And, as I mentioned in the Town Hall, our ongoing discussions with Veterans Affairs Canada emphasizes our need for plenty of notice in advance of a funding change so that we have time to plan and adjust.

**Q: If we are not a hospital and no longer receive the funding, why are we still paying for parking? To my knowledge, no other LTC facilities charge for parking.**

**Akos:** That is another good question. We don't receive funding to maintain the parking lot, that's really the simple answer. We have to maintain and upkeep an 11-acre property, provide a safe environment and walking areas for residents, tenants and visitors. We have to balance our budget. Parking fees pay for snow removal, maintenance, line painting, the parking equipment and staff. And we have to pay rent for the parking space. For the hydro corridor we are paying \$15,000 in rent each year. We try to keep the rates reasonable however; these are decisions that are out of our control.

**Q: Will you offer opportunities to staff to pursue further education that would be useful to the changing facility?**

**Akos:** We are committed to providing training and meeting staff needs. When the time demands that we move to a 40-bed specialized unit, we will assist staff with training to meet those needs or refresh skills that were learned a long time ago.

**Q: Would the staffing on the veterans units be reduced? How can we increase funding?**

**Akos:** Staffing on veteran units will reduce when funding reduces. Future staffing models on those units will be based on the types of programs and services delivered on those units. If the units become general community units, they will have the same level of staff as a community unit. The staffing on the community side still complies with regulatory guidelines and staff on these units provide excellent resident care. To increase our funding, we have to either receive a funding increase through negotiations

with the Ministry of Health and Long-Term Care or look at

alternative services that provide more revenue. The Board of Directors and the senior management team are fully engaged in these issues now. But look at our veteran roots, we will always be linked to members of the Canadian Armed Forces and to those people who want to honour and be near these individuals.

**Q: Is the Perley Rideau going to change its name?**

**Akos:** Another good question. I will be honest and say that the issue has not come up but I promise to report back if there is news.

**Q: There are only six pain units/clinics in Ottawa, is that something to pursue in the future?**

**Akos:** Thanks. I will take this idea and find out more about this opportunity and respond back in the fall. Excellent idea.

**Q: This is not the first time we hear that we have a hospital pay structure. Exactly who is being overpaid and dragging down our annual budget?**

**Akos:** We believe our staff deserves the best possible wages and working conditions. Unlike most long-term care homes, our collective agreements are patterned after Hospital contracts. Unfortunately, we aren't funded as a Hospital, so this creates a structural deficit that is masked by the extra veteran funding we receive. The majority of staff receive higher wages than they would at a comparable long-term care home.

Keep those questions and comments when we meet again during the June 11th Town Hall meetings.

**Additional Staff Comments:**

1. Thank you
2. Excellent presentation and discussion
3. Slides that show \$ amounts are very helpful for staff to understand. CEO And management team are showing transparency to the staff – builds trust
4. Well presented
5. Excellent presentation, Akos!
6. I would like to congratulate you and your team for the very polished and effective town hall meeting sessions yesterday. The feedback from staff is positive. Staff members feel that communication is improving. Some said they were gearing for bad news and were happy that they are being updated of changes as we go forward. Please keep up the great work as we go forward.



# The Operational Stress Injury Social Support Program

The Operational Stress Injury Social Support Program (OSISS) is a partnership program between the Department of National Defence and Veterans Affairs Canada. Created in 2001, the Program began as a discussion between peers in a waiting area at a clinic. The OSISS vision is "To be an exemplary model of standardized peer support to Canadian Forces (CF) personnel, Veterans and their families". The goal is to ensure that when peers enter the gateway of peer support, they reap the benefits of the programs and services that can assist them in their recovery. Breaking down the barriers of stigma and providing social support has led many CF members, Veterans and their families to seek the needed help. In short, OSISS is a critical non-clinical addition to the mental health services of both Departments.

Peer Support Coordinators and Family Peer Support Coordinators are typically former CF members or families of Veterans or CF members, who know first-hand the lived experience of operational stress injuries (OSIs) and the possible impacts. For more than ten years, coordinators have been there to reach out and provide peer support to those making the first steps in re-establishing a social connection -- when two peers meet, the connection happens in an instant and that shared experience creates a common understanding, and support begins. Peer support means hours of conversation, working to balance listening with sharing and helping peers connect with others.

**The next meeting at Perley-Rideau Veterans Residence will be June 8, 2015 @ 2:00PM in room 23.40**

## Notice: The Perley and Rideau Veterans' Health Centre Annual General Meeting

### To: Corporation Members

**Notice is hereby given** that the 117th 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 04th, 2015 at 14:00 hours, for the purposes of:

- Providing a report on 2014 activities and accomplishments and the evolution of the Perley Rideau;
- Receiving and approving the audited financial statements for the year ended December 31, 2014;
- Appointing the auditors for the Health Centre until the Annual Meeting 2016;
- Electing the directors of the Corporation;
- Approving amendments to the bylaws;
- Transacting such further and other business as may properly come before the meeting or any adjournment thereof.

## Footwear Policy Reminder

*You need more than sunscreen to protect yourself this summer!!*

### What do we mean?

Sometimes we forget to think about the environment that we work in and the hazards we face every day. Some of those hazards that you may forget from time to time are slips, trips or chemical hazards as well as wheeled equipment handling. The Perley Rideau has a footwear policy in order to remind employees, students and volunteers that we recognize these hazards and are committed to minimizing your risk of injury. We ask employees, students and volunteers to wear safe footwear such as closed toes and heels and a non-slip sole to protect you from the hazards you face. For more information please check with your supervisor.

## We have an event for everyone!

- June 6th - Zumba Class at the Perley Rideau
- June 14th - An Afternoon with John McDermott
- June 17th - Annual Donor Recognition Strawberry Social
- July 11th - HOPE SummerFest - Check [www.PerleyRideau.ca](http://www.PerleyRideau.ca) for details.



*Legion of Honour Decoration Ceremony - Burton Edwin Harper.  
Mr. Harper was surrounded by his family and fellow veterans*



*To commemorate the Battle of the Atlantic, Perley Rideau's veterans hosted a VIP delegation including the head of the navy, Admiral Mark Norman.*



*A generous donation from the Couillard family to Perley Rideau including 42 prints celebrating Canadian landmarks and milestones and preserved for almost 50 years. Thank you! Watch for the collection will be on display in the Perley Rideau art gallery in January 2016.*





*On May 26th, the 45-member Royal Netherlands Air Force Orchestra including singers visited Perley Rideau to perform a one-hour concert to commemorate the Liberation of the Netherlands in 1945. More than 30 Canadian veterans from the liberation who call Perley Rideau home were honored during the emotional concert.*



*A hearty congratulations to Neda Golfam (left), Melanie McCully and other staff on all the preparations for Nursing Week (May 11-15). Wonderful work. Thanks for helping to celebrate the amazing work of all nurses.*



*The conductor of the Royal Netherlands Air Force Orchestra during the Liberation concert.*

## WE CAN FLY!

The reason that birds  
Are able to fly  
Is that they have perfect faith  
In their abilities  
And that we do not!  
To have faith is to have wings...

Copyright, 2008 ©, David Eric Broddy, 2008



Pictured above is one of the 30 vases of flowers recently donated to Perley Rideau. For the last 3 years, the Canadian Dental Association has donated all of the centre pieces from their gala to the Perley Rideau. This year we even get to keep the vases, so once our gardens are in bloom, hopefully we'll be able to fill them again ourselves.

## JAMAICAN DAY!

We are having Jamaican day in the cafeteria on June 18, 2015 from 11:00am to 2:00pm. Chef "Robbie Mac" will be on the grill.



### Here is the menu:

- Jamaican patty
- Jerk chicken
- Rice & peas
- Mango salad

## News

### Zumba Fundraiser



Carla and Walter (PSWs from ALS) are organizing "ZUMBA DANCE" for the staff on June 6 at 3:30pm-5:30 pm at Lupton Hall.

**The event is free.**

All donations are welcome and will be directed to the Perley and Rideau Veterans' Health Centre Foundation.

## Paypool Winners - \$100

### May 7th

- Mary Jean Divina (Gatineau 2 South)
- Glodilyn Solis from Gatineau 2 South

### May 21st

- Wilma Feenstra-Vassil from Housekeeping
- Joseph Pereira from Laundry

**Next draw will be June 04th/15**

## Vol. 18-05

### Newsletter credits

Newsletter credits

Thanks to everyone who helped with the May newsletter including: Anna Rumin (freelancer), Ursula Lamoureux, Cassy Hopkins, Robyn Oraziotti, Rachel Stoparczyk, Diana Hennessy (FFC), Debbie Seto, Carolyn Vollicks, Delphine Haslé, Denise Lavoie, Jennifer Plant, Chris Blanchette, Cheryl Kemp, Melodie Rattray, Ross Imrie, Tom Lilly (T Graphics), Laura Lilly

**From the Editor:** Thanks to everyone who contributed an item, shared a story or tip or just showed the interest in picking up or downloading the Perley Rideau Village newsletter.

All omissions and mistakes are mine. Please let me know where a correction is needed. I welcome all stories, news tips or advance notice or events.

Please email me at [jinnes@prvhc.com](mailto:jinnes@prvhc.com).

**Deadline to submit for the June newsletter is June 18, 2015.**

### Coming in the June Newsletter:

1. Skin in the Game: When it comes to skin, Perley Rideau is all in! Exciting news on two fronts.
2. News from Family and Friends Council Education Week
3. Updates following the CEO Town Hall on June 11th.





***Come Join Us For Golf & Dinner***  
***PERLEY and RIDEAU***  
***VETERANS' HEALTH CENTRE***

***16th Annual Golf Tournament***

Monday, June 8th 2015

Meadows Golf & Country Club  
4335 Hawthorne Road

**\$50.00 - Golf, Cart & Dinner - Member**

**\$80.00 - Golf, Cart & Dinner - Non-Member**

**Chris Blanchette at Ext. 2103/Human Resources**

**Closing for ticket sales will be June 5th**

**Dinner will follow at Grace O'Malley's,  
1151 Ogilvie Road, Ottawa, ON.**

***Open to Staff, Families and Friends  
of the Perley Rideau Veteran's Health Center***

# JOIN THE CONVERSATION.

**Town Hall: Together We Improve**



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

**When: June 11, 2015**

**Day Shift:**

10:30 a.m. The Games Room

1:30 p.m. Lupton Hall

**Evening Shift:**

8:30 p.m. Lupton Hall

9:30 p.m. Lupton Hall

**Night Shift:**

11:30 p.m. Lupton Hall

12:15 a.m. Lupton Hall

(June 12<sup>th</sup>)

**Who: All Staff and Volunteers are invited.**

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